Facilities User Manual

OneTickets

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Version 1.0

Version History

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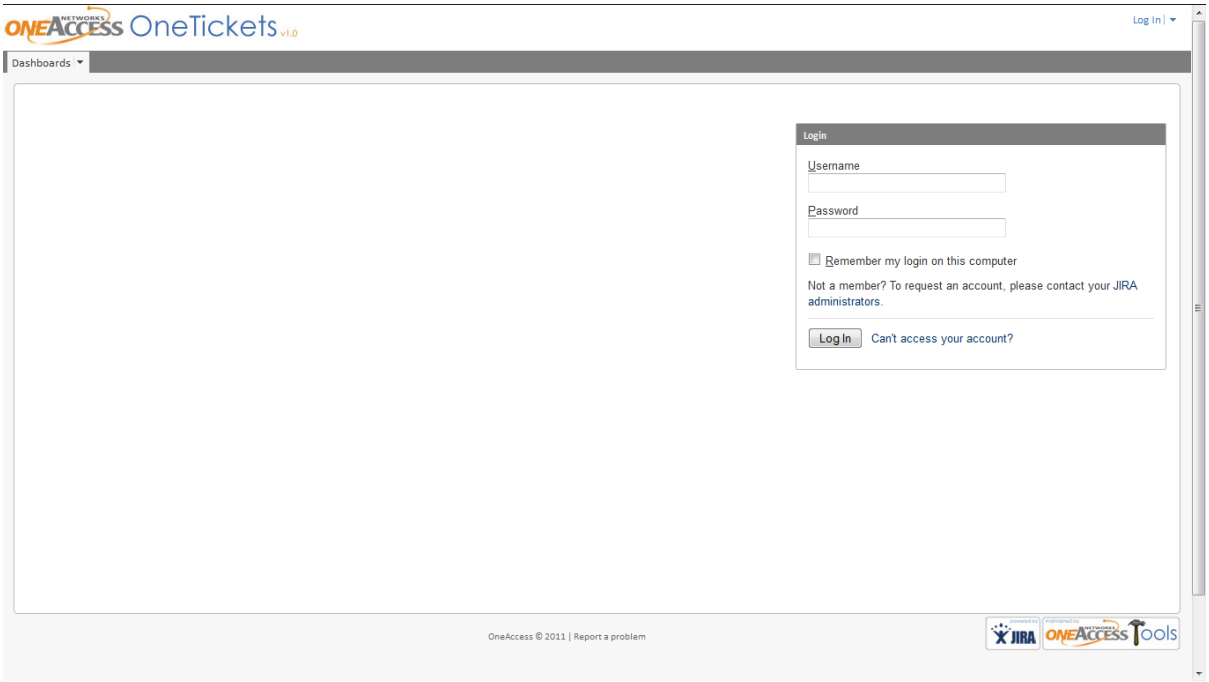
1 Introduction

This manual is intended for users of the OneAccess ICS Project. In the chapters below it explains the different elements of a ticket, the workflows scheme, the permission settings and user profiles. It graphically elicits the various options/features that a user has to interact with the system.

Administration of project is not covered by this document. Administration is currently taken care by the OneAccess Tools Team.

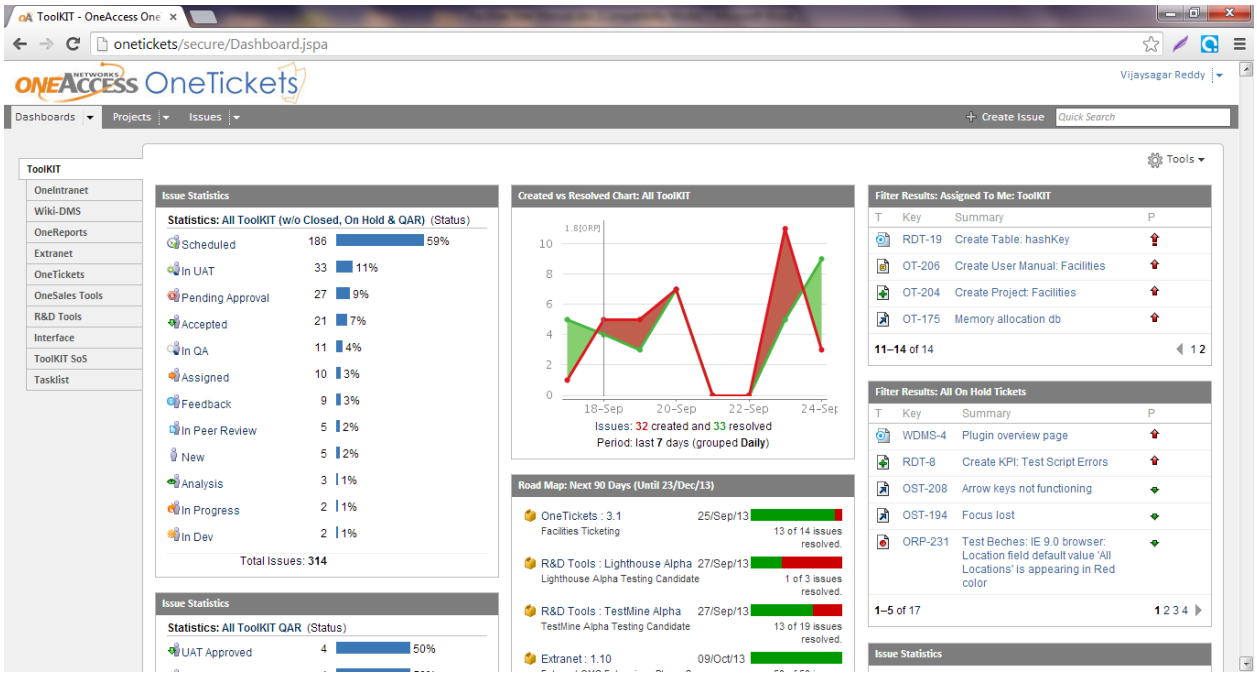
2 Ticket Fields

Login to the Jira by typing the 'oab1jira' URL in the address bar and the user will get the following page.

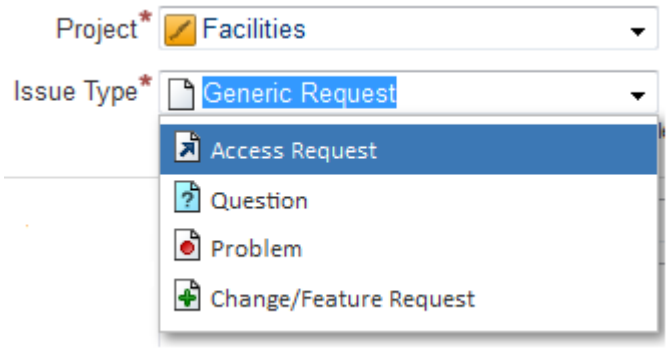


Enter the Windows Username, Password (as an interface with the One Access MS Active Directory is configured with Jira) and click on the Log In button.

After successful login user will get the following the Dashboard.



In the horizontal navigation click on the Create Issue link. Select the Project & Issue type from the dropdown and click on Create Issue button.



User need to select the Project from the Project dropdown and Issue type (Generic Request, Access Request, Change/Feature Request, Problem, Question) from Issue Type dropdown.

Issue Type Description:

Generic Request: A generic request that cannot be termed as any of the other types.

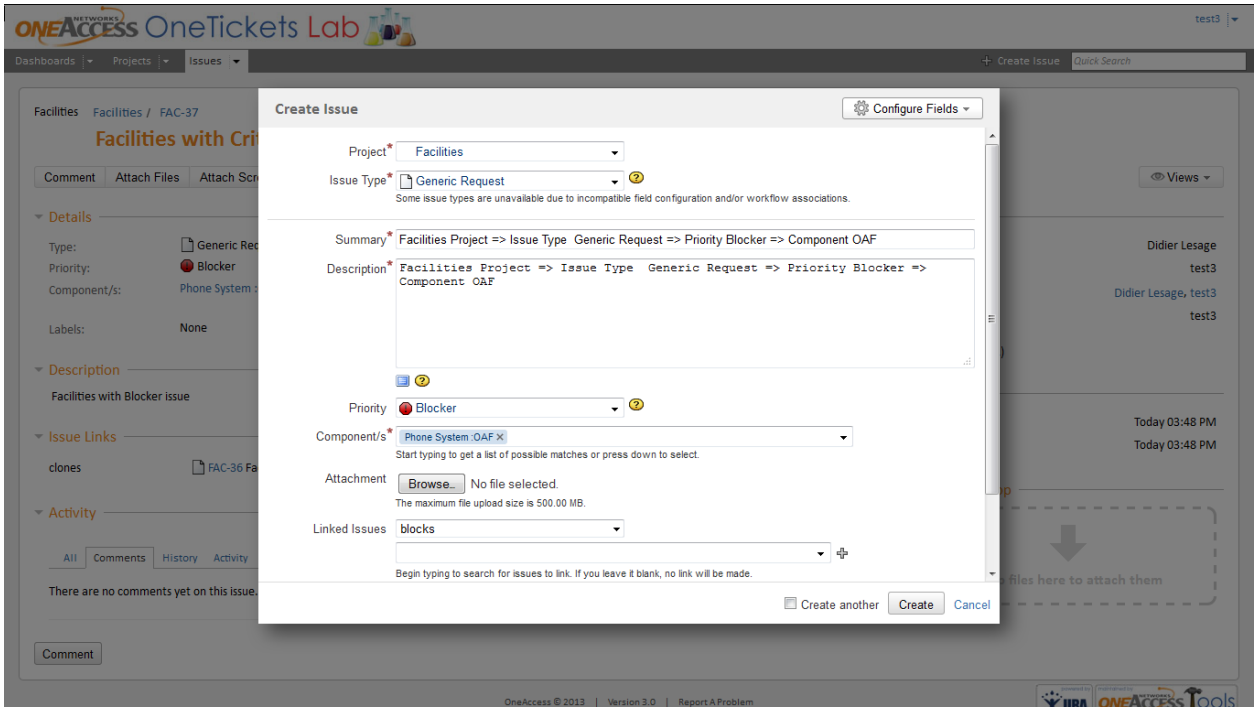
Access Request A request to grant or modify the access/credentials to any of the tools.

Change/Feature Request A new feature or improvement of the product, which has yet to be developed.

Problem A problem which impairs or prevents the functions of the product.

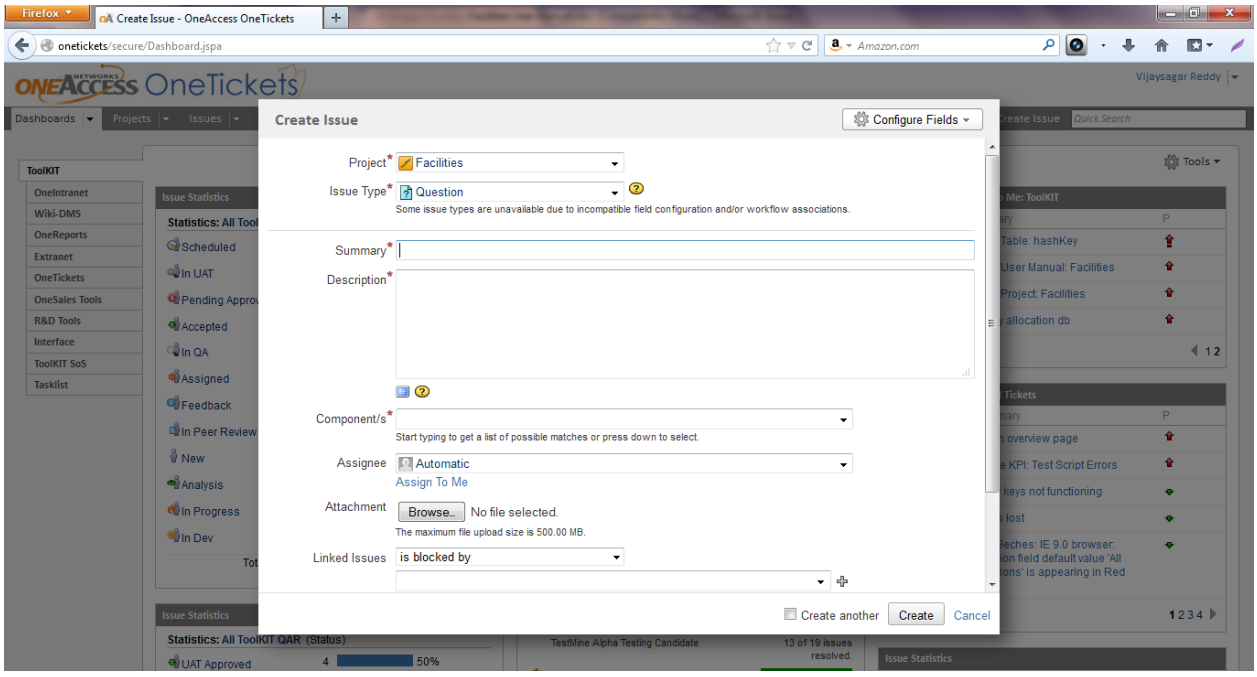
Question A question or clarification required about the product, features or possibilities.

Once user is done with the above action user will get the following screen if user selects the Project as Facilities and Issue Type as Generic Request (or) Access Request (or) Change/Feature Request (or) Problem. Below screen will appear for the Generic Request issue type.


OneTickets Lab
Create Issue
Configure Fields
Project* Facilities
Issue Type* Generic Request
Some issue types are unavailable due to incompatible field configuration and/or workflow associations.
Summary* Facilities Project => Issue Type Generic Request => Priority Blocker => Component OAF
Description* Facilities Project => Issue Type Generic Request => Priority Blocker => Component OAF
Priority Blocker
Component/s* Phone System :OAF
Start typing to get a list of possible matches or press down to select.
Attachment Browse... No file selected.
The maximum file upload size is 500.00 MB.
Linked Issues blocks
Begin typing to search for issues to link. If you leave it blank, no link will be made.
Create another Create Cancel

If user selects the Project as Facilities and Issue Type as Access Request (or) Change/Feature Request (or) Problem user will get the above screen. The same fields will appear for all issue types other than Question.

If user selects the Project as Facilities and Issue Type as Question user will get the following screen.


Create Issue - OneAccess OneTickets
OneTickets
Create Issue
Configure Fields
Project* Facilities
Issue Type* Question
Some issue types are unavailable due to incompatible field configuration and/or workflow associations.
Summary*
Description*
Component/s*
Start typing to get a list of possible matches or press down to select.
Assignee Automatic
Assign To Me
Attachment Browse... No file selected.
The maximum file upload size is 500.00 MB.
Linked Issues is blocked by
Create another Create Cancel

Details of the fields are as follows.

2.1 ID

It's a Unique number that identifies the issue and it is an automated entry, will be created once user enter all mandatory fields.

2.2 Project

User need to select the Project name from the dropdown i.e. Number of the related project (if applicable)

2.3 Priority

Based on the type of the problem user need to select the value from dropdown. Default will be Major. Actually the priority in Jira is severity for toolkit project.

Name	Description
Blocker	Blocks development and/or testing work, production could not run.
Critical	Crashes, loss of data, severe memory leak.
Major	Major loss of function.
Minor	Minor loss of function, or other problem where easy workaround is present.
Trivial	Cosmetic problem like misspelt words or misaligned text.

2.4 Component/s

Users need to select the value from the dropdown based on the category.

Component	Component Lead
Phone System :OAF	Didier Lesage
Phone System: OAB	Arnout Diels
Phone System: OAI	Ahamadhul Kabeer

2.5 Summary

It's a text field and user needs to enter the ticket summary.

2.6 Description

User need to enter the details of the issue in the description field.

2.7 Assignee

User needs to select assignee from the dropdown. If user is not selecting any assignee by default it will be selected as Automatic (I.e. based on the Component, the ticket will assigned to the component head)

2.8 Attachment

User can attach files of any file type up to 500MB. To attach any file click on the 'Choose Files' button, select the file which user want to upload and Click on Open button. Selected file uploaded successfully and will appear with the checkbox.

2.9 Linked Issues

User can link a ticket with another ticket. This workflow is action to avoid one need to duplicate the content of another ticket entirely in case the other ticket has been closed (or is only similar).

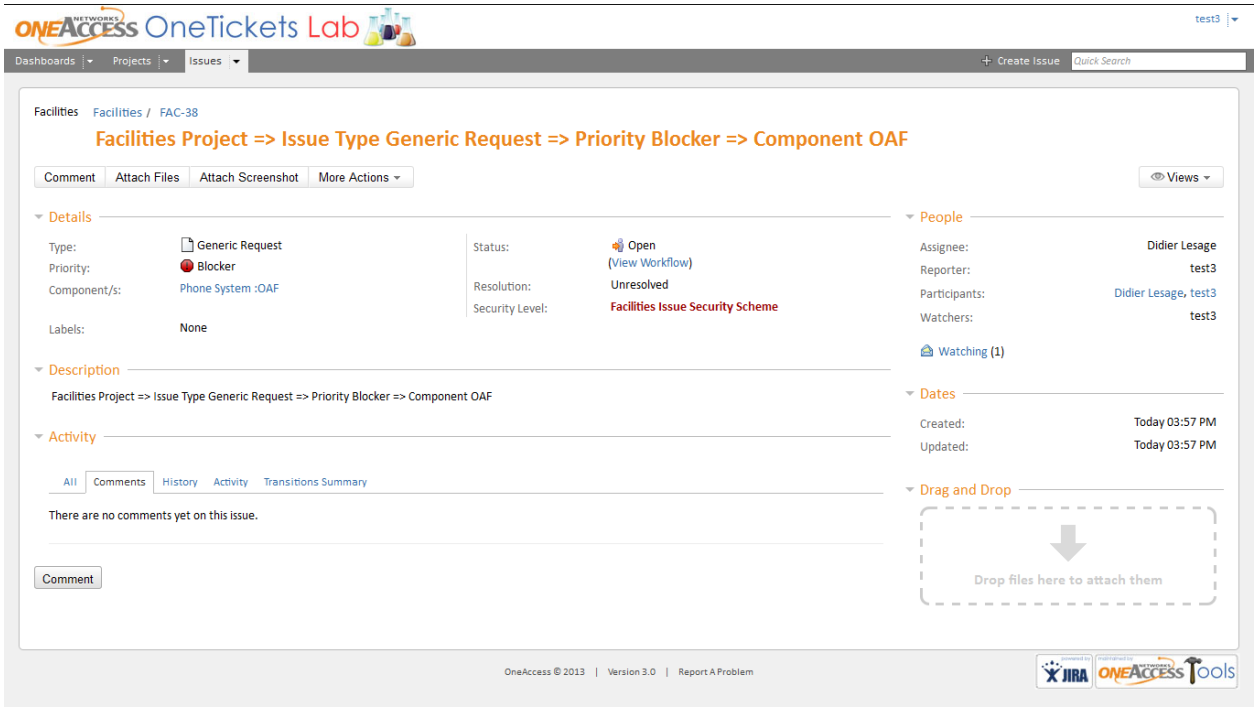
User can select the type of link from the 1st dropdown and issues can be selected from 2nd dropdown (or) user can enter the ticket numbers in the 2nd column.

2.10 Labels

Users have an option to select a label from dropdown. (More info about labels: To view all ticket related to the label follow the step 8.6 for labels)

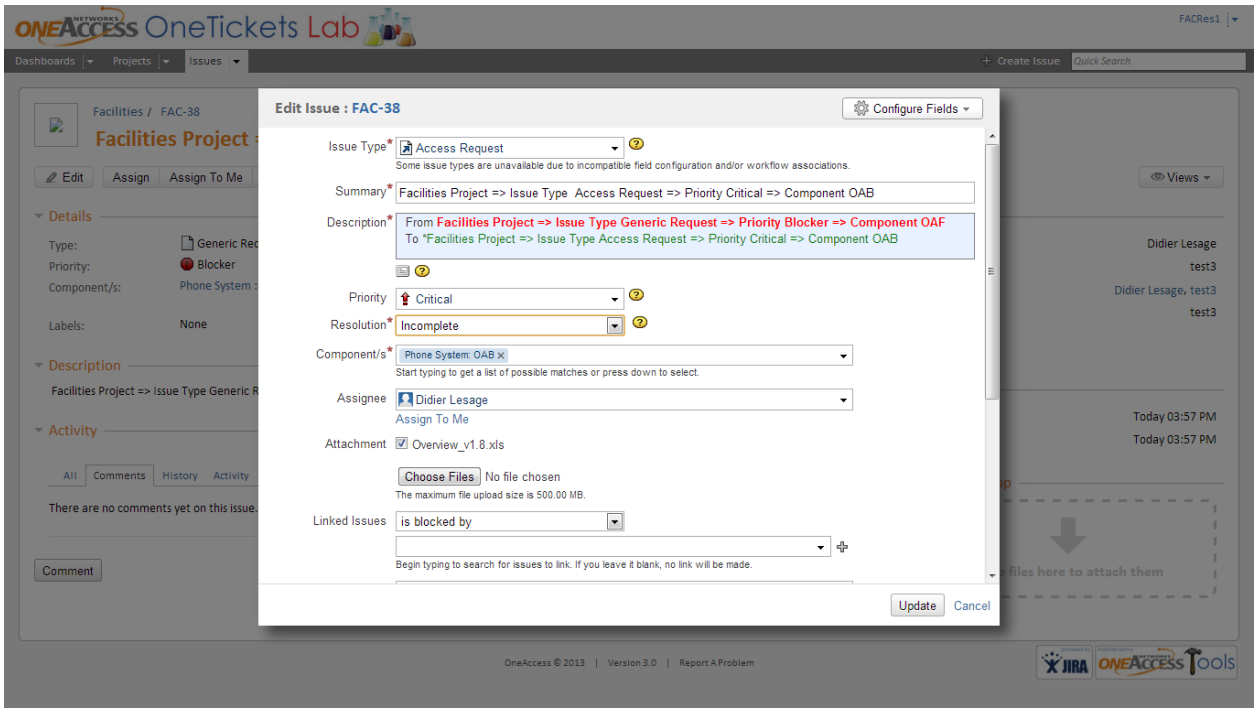
Creating a new ticket

After filling all mandatory fields if user clicks on Create button the ticket will get created successfully and the page will appear as follows:

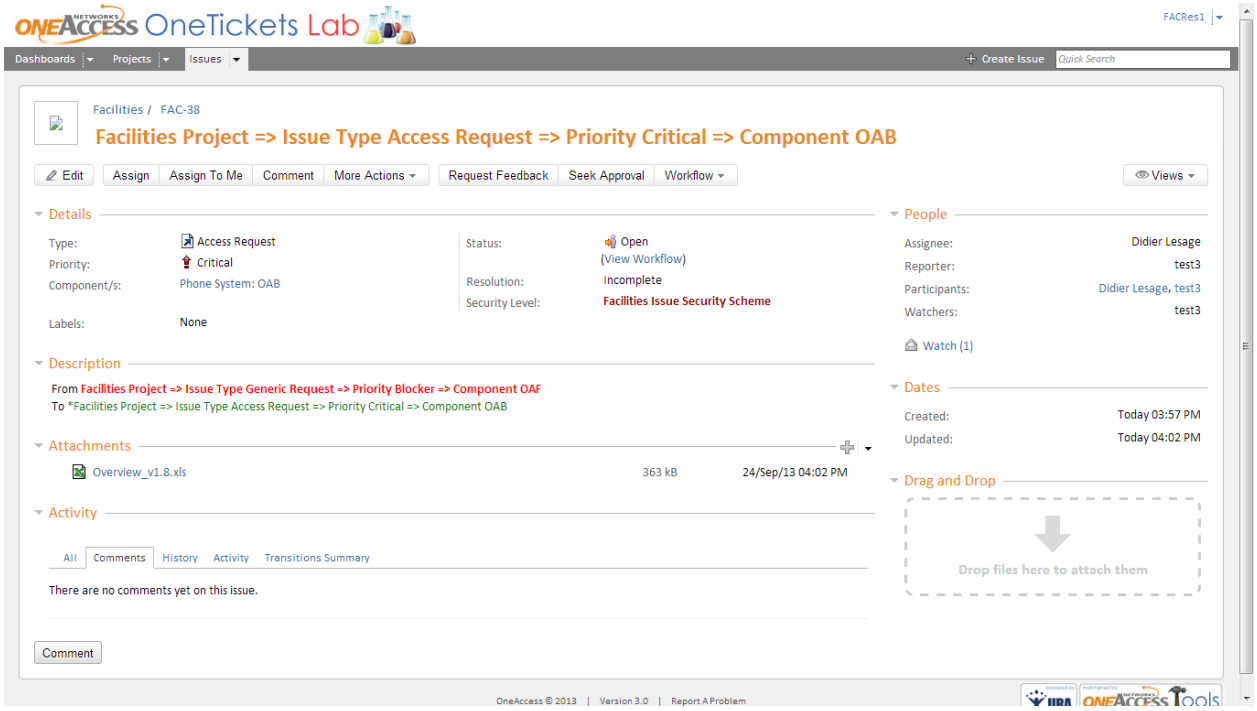


2.11 Edit

Click on the Edit button to make changes to the Ticket and the Edit screen is appearing as follows:


OneTickets Lab
Edit Issue : FAC-38
Configure Fields
Issue Type* Access Request
Some issue types are unavailable due to incompatible field configuration and/or workflow associations.
Summary* Facilities Project => Issue Type Access Request => Priority Critical => Component OAB
Description* From Facilities Project => Issue Type Generic Request => Priority Blocker => Component OAF
To *Facilities Project => Issue Type Access Request => Priority Critical => Component OAB
Priority Critical
Resolution* Incomplete
Component/s* Phone System: OAB
Start typing to get a list of possible matches or press down to select.
Assignee Didier Lesage
Assign To Me
Attachment Overview_v1.8.xls
Choose Files No file chosen
The maximum file upload size is 500.00 MB.
Linked Issues is blocked by
Begin typing to search for issues to link. If you leave it blank, no link will be made.
Update
Cancel

Clicking on the Update button the page is appearing as follows:

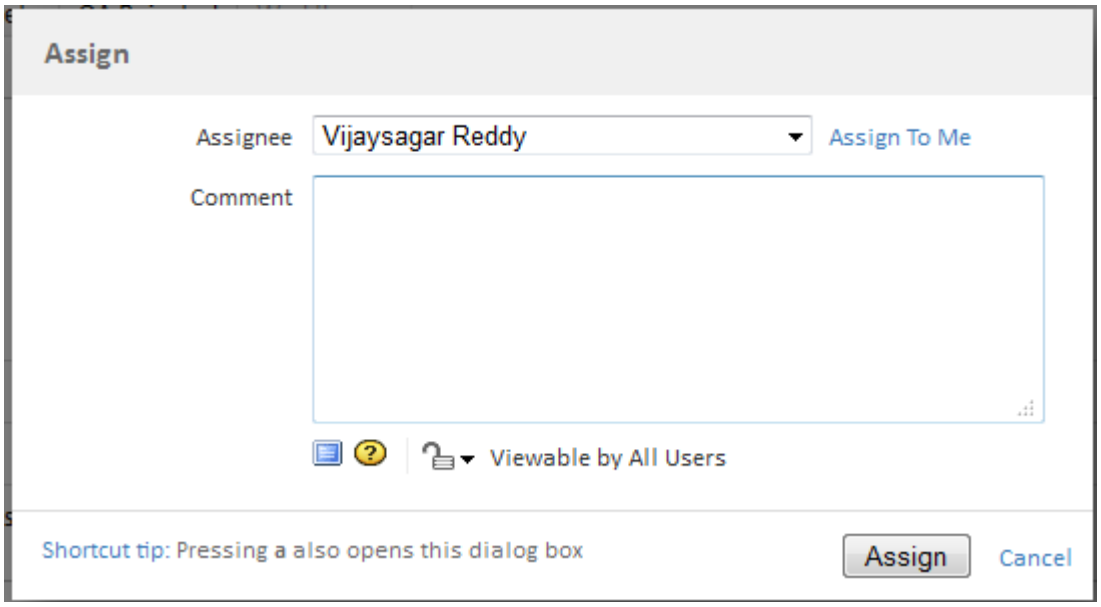


2.12 Assign

1. Click on the Assign button.

2. In the popup select the assignee from the dropdown select the assignee from the dropdown or click on the link ‘Assign to Me’

3. Enter the comments in comment field if required and click on Assign button



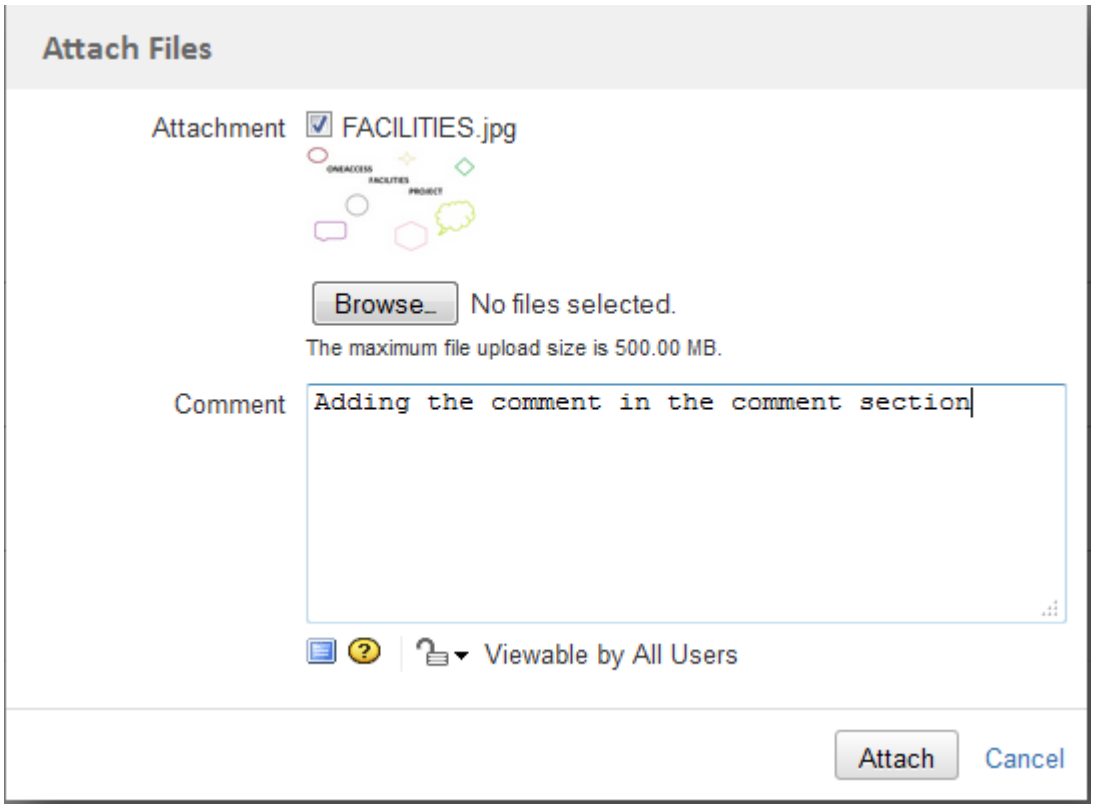
2.13 Add a comment

Clicking on the 'Comment' button user can add a comment. A comment can be added to a ticket. A comment consists of at maximum 512 ASCI characters. HTML and other formatting are not required. Comments are visible to all users who have access to the system.

Note: The user who ever commented on the ticket will get the mail notification whenever any comment is added to the ticket.

2.14 Attach a file

More Actions: Attached file (More Actions => Attach files): Click on the Attach Files link, in the popup Browse the attachment, enter the comments if required and click on attach. Files of any file type up to 500MB can be uploaded.



Delete attachment:

An attachment can be deleted. This file can no longer be downloaded. Go to the Attachments link the ticket => Select the dropdown next to the '+' mark => Click on 'Manage Attachments' link=> In the result page click on the Delete icon => in the confirmation page click on the 'Delete' button.

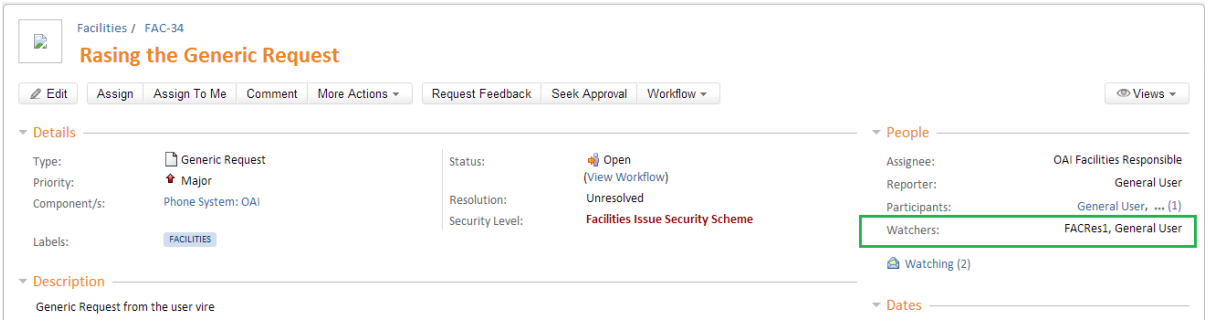
In the Result page click on the Back to Issue tab => Observe the result page=> Result: Deleted attachment won't appear in the ticket.

2.15 Attach screenshot

More Actions: Attach screenshot (More Actions => Attach Screenshot): Paste the screenshot in the result page.

2.16 Watch Issue/Subscribe

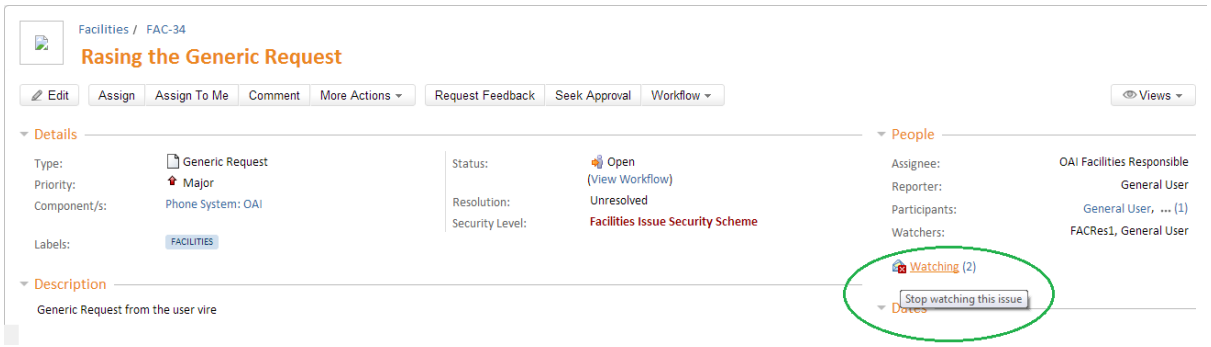
More Actions: Watch Issue / Subscribe: (More Actions => Watch Issue) Click on the Watch Issue & observe the watching icon as follows as (i.e. user who was opted for this option will get the mail notification for all changes)



To stop watching click on More Actions=> Stop Watching/ Unsubscribe:

(Or)

Click on the red cross which is appearing on the Watching link to Stop Watching/ Unsubscribe as shown in the below screen shot.



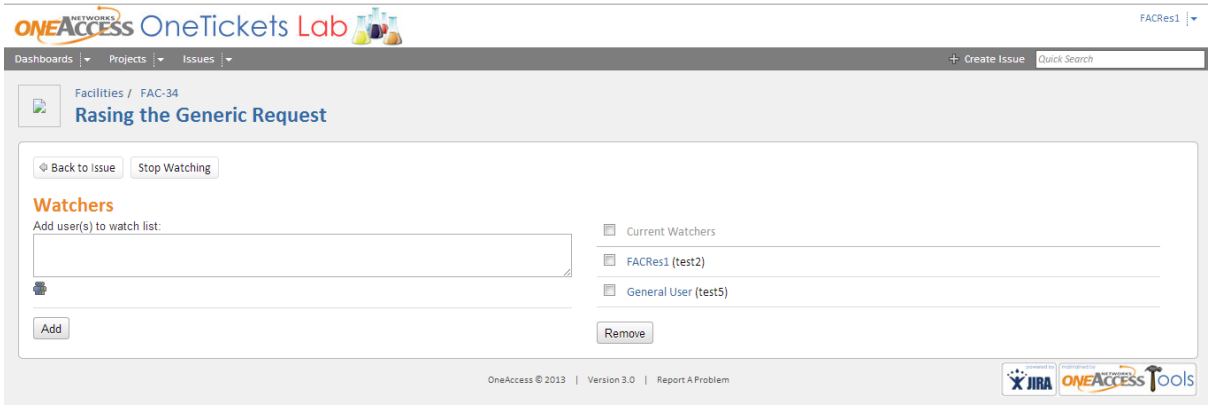
Note: The user who ever click on the watch link on the ticket will get the mail notification and users who is adding the comments also will get added to the watching list.

2.17 Watchers

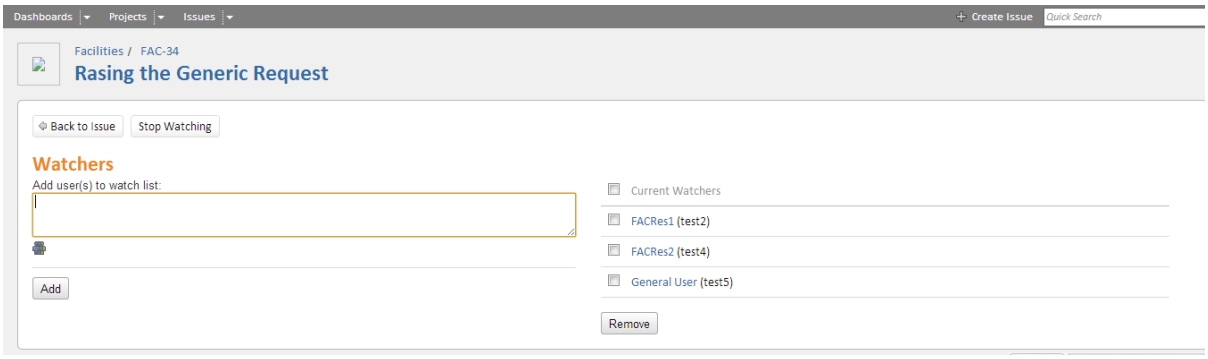
More Actions: Watchers: (More Actions: Watchers) Clicking on the watchers will direct to Watchers page. In the left pane user can add 'Add user(s) to watch list' text box where user enter multiple users and by clicking on the Add button. In the right pane user can see the Current watchers list, if user want he can remove the watchers from the watchers list.

Watchers page will be displayed as follows:

Before Adding:



After Adding:

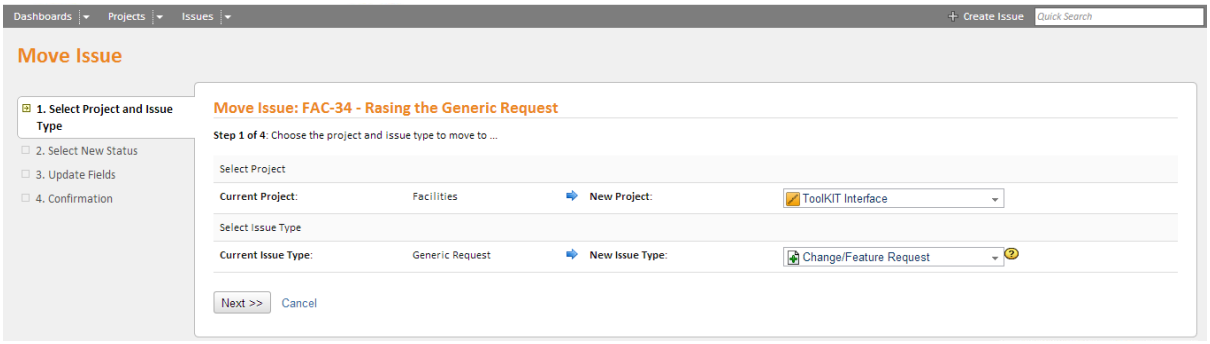


Note: The users with the facilities-responsible group are able to see watchers link in the More Actions.

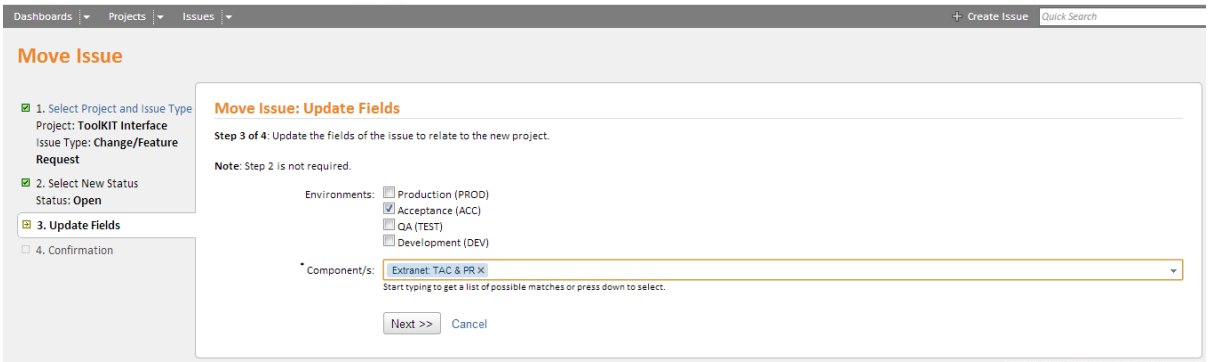
2.18 Move

More Actions: Move :(More Actions => Move) the action is mainly used to move the tickets from one project to other project.

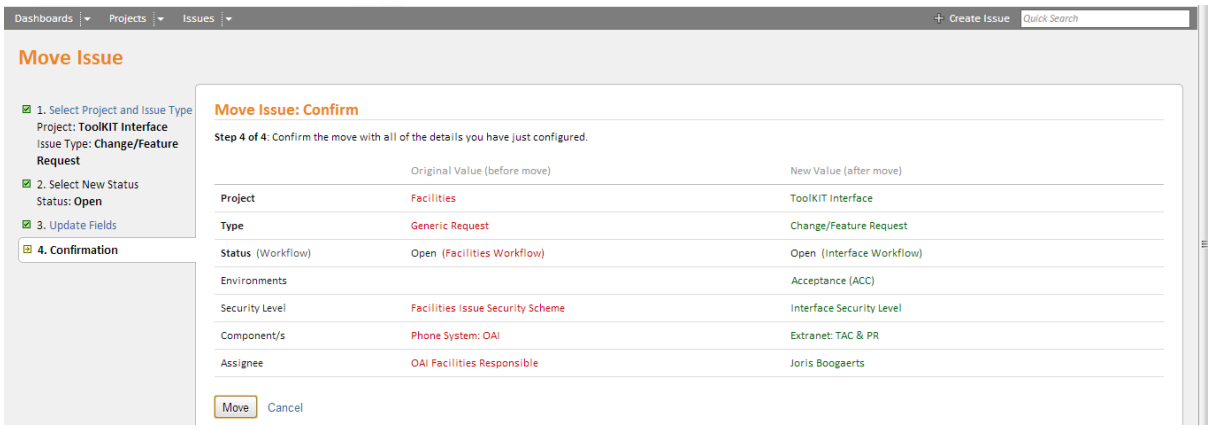
Clicking on the Move link user will direct to Move Issue page and the page appearance as follows:



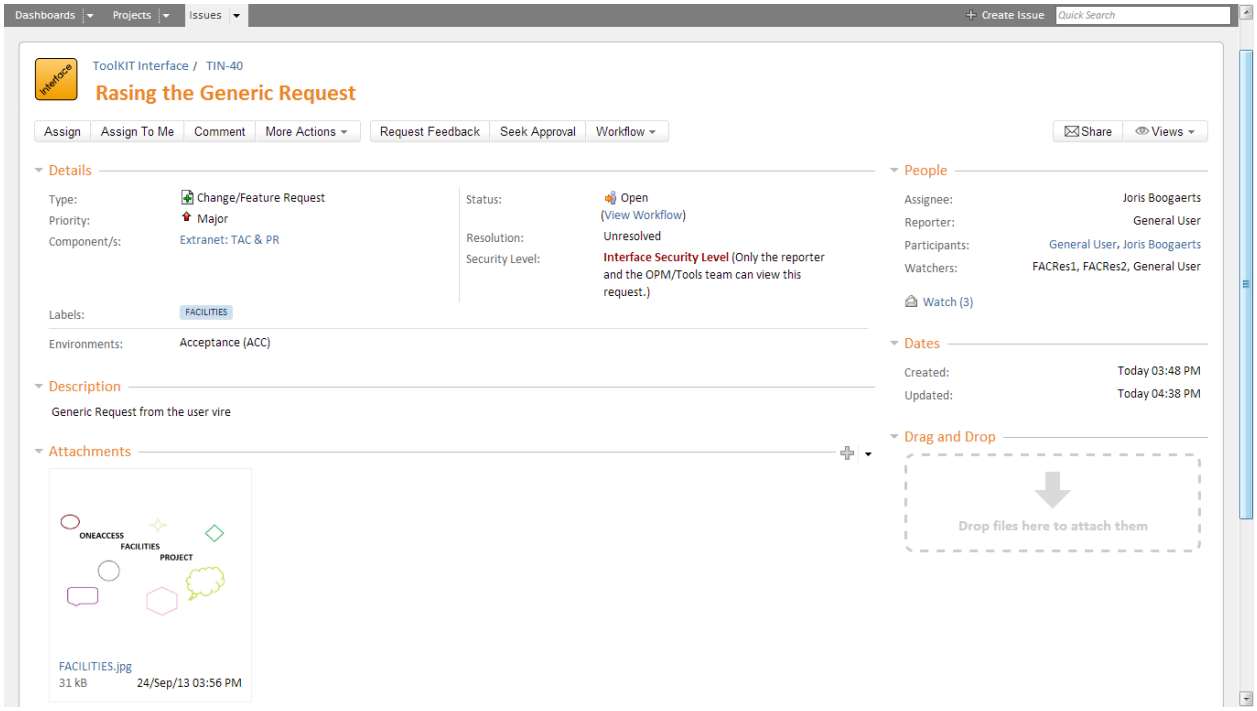
Select the New Project from the dropdown, Select New Issue type from dropdown and Click on Next >> button



Clicking on the Next button it will direct to Move Issue: Confirm page and the page appearance as follows:



If confirmed click on the Move button to move the ticket from one project to other project else click on the Cancel button to go back to previous step. After clicking on the Move button the ticket will move from one project to another project and the page will appear as follows:



2.19 Clone

More Actions: Clone :(More Actions => Clone) Clone is used to create a new ticket with the existing ticket. Users: Reporter of the existing ticket can create a new ticket by using the Clone.

Click on Clone link, in the popup change the summary if required (if required check the option to clone attachment also) and click on clone button. New ticket will be created successfully with the existing ticket fields.

2.20 Delete Issue

More Actions: Delete :(More Actions => Delete) Delete is used to delete a ticket. This action can be performed only by the Administrators. Once deleted can't be view it on the ticket list.

2.21 Audit

Open the ticket=>Observe the 4 tabs: All, Comments, History and Activity => Click on the tab to view the history of the ticket

All: All the actions performed by the user and automated workflow actions will be tracked here.

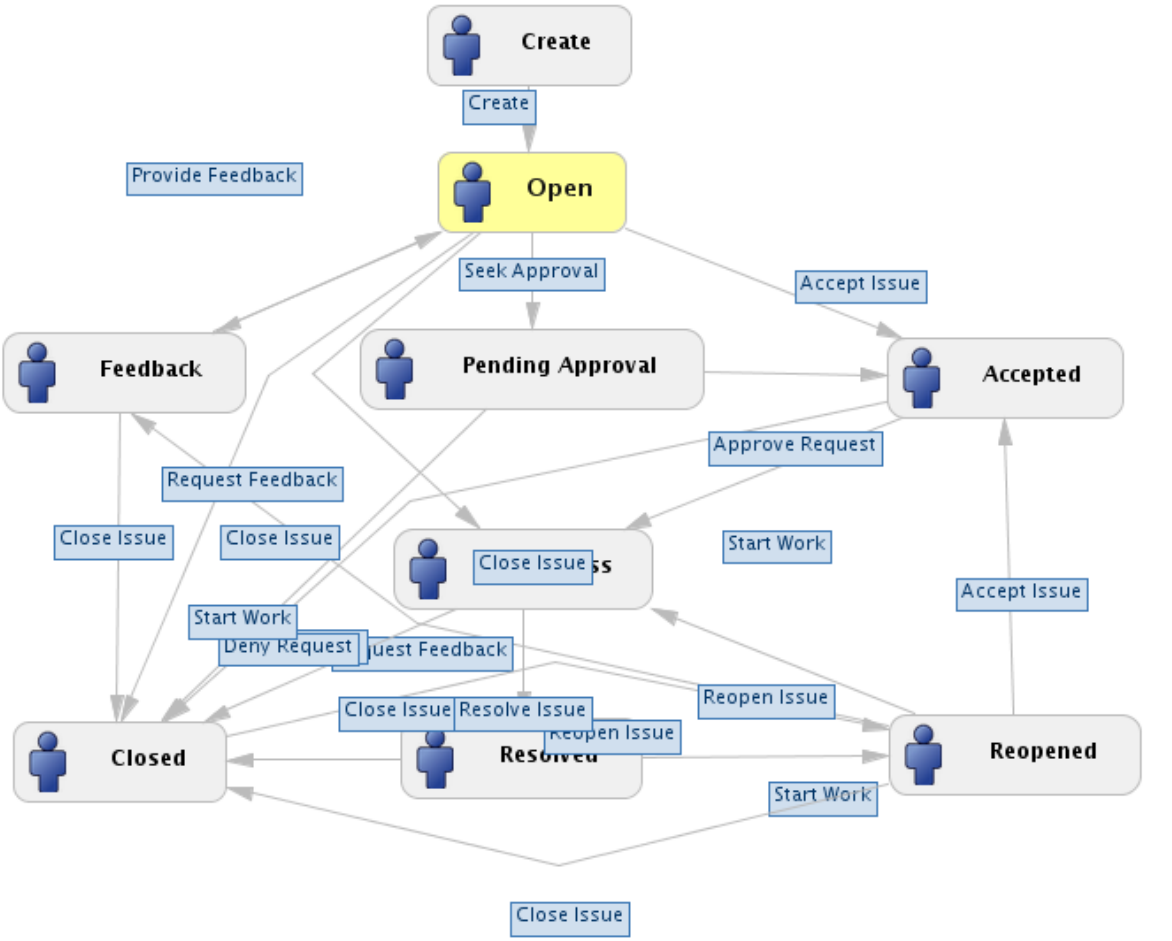
Comments: Only comments will display in the comments tab.

History: All the actions will be tracked in the History tab (i.e. attachments added/deleted, Issue status changes, linking, cloning and all actions will be tracked in this tab)

Activity: Which user perform which task, tasks performed by specific user will display next to them.

3 Alter a ticket and workflow

3. 1 Workflow transaction for other than Question type



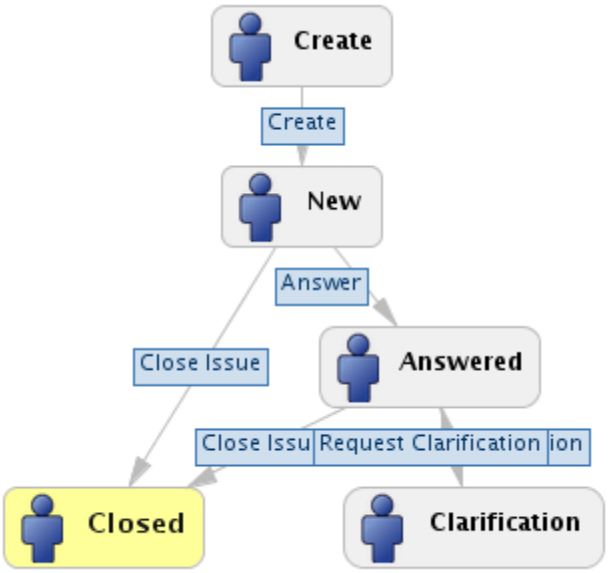
3. 2 Status Workflow for other than Question type

Tickets can be logged by User. The workflow for the Generic Request (or) Access Request (or) Change/Feature Request and Problem Issue Types as follows and once the Create Request action is performed the status of the ticket will change to Open, based on that Status workflow has been updated.

From Status	Action	User Group	To Status
Create Request	-	jira-users	Open
Open	Request Feedback	facilities-responsible	Feedback
Feedback	Provide Feedback	jira-users facilities-responsible	Open
Feedback	Close Issue	jira-users facilities-responsible	Closed
Closed	ReOpen	jira-users facilities-responsible	Reopened
Reopened	Request Feedback	facilities-responsible	Feedback
Reopened	Accept Issue	facilities-responsible	Accepted
Accepted	Start Work	facilities-responsible	InProgress
InProgress	Resolve Issue	facilities-responsible	Resolved
Resolved	ReOpen	jira-users facilities-responsible	Reopened
Reopened	Start Work	facilities-responsible	InProgress
InProgress	Close Issue	facilities-responsible	Closed
Reopened	Close Issue	facilities-responsible	Closed
Open	Seek Approval	facilities-responsible	Pending Approval
Pending Approval	Approve Request	facilities-responsible	Accepted
Accepted	Close Issue	facilities-responsible	Closed
Open	Accept Issue	facilities-responsible	Accepted
Open	Start Work	facilities-responsible	InProgress

Open	Close Issue	facilities-responsible	Closed
Resolved	Close Issue	facilities-responsible	Closed
Pending Approval	Deny Request	facilities-responsible	Closed

3. 3 Workflow transaction for Question type



3. 4 Status workflow for Question type

From Status	Action	User Group	To Status
-	Create	jira-users	New
New	Answer	facilities-responsible	Answered
Answered	Request Clarification	jira-users	Clarification
Clarification	Provide Clarification	facilities-responsible	Answered
Answered	Close Issue	jira-users facilities-responsible	Closed
New	Close Issue	All Users	Closed

4 Role Management

Facilities project is having following roles:

Roles	Groups
Users	facilities-responsible, jira-users
Developers	facilities-responsible
Testers	facilities-responsible
Administrators	jira-administrators
Project Management	facilities-responsible
Release Management	-
Technical Management	facilities-administrators

5 Reporting

Reports are currently out of scope. However, a user can generate KPI reports by filtering the required data, exporting it to Excel and then calculating on or aggregating the exported data.

6 General Features

6.1 Filtering

6.1.1 Search for Issues

Go to Issues => Search for Issues: User will redirect to Issue Navigator page.

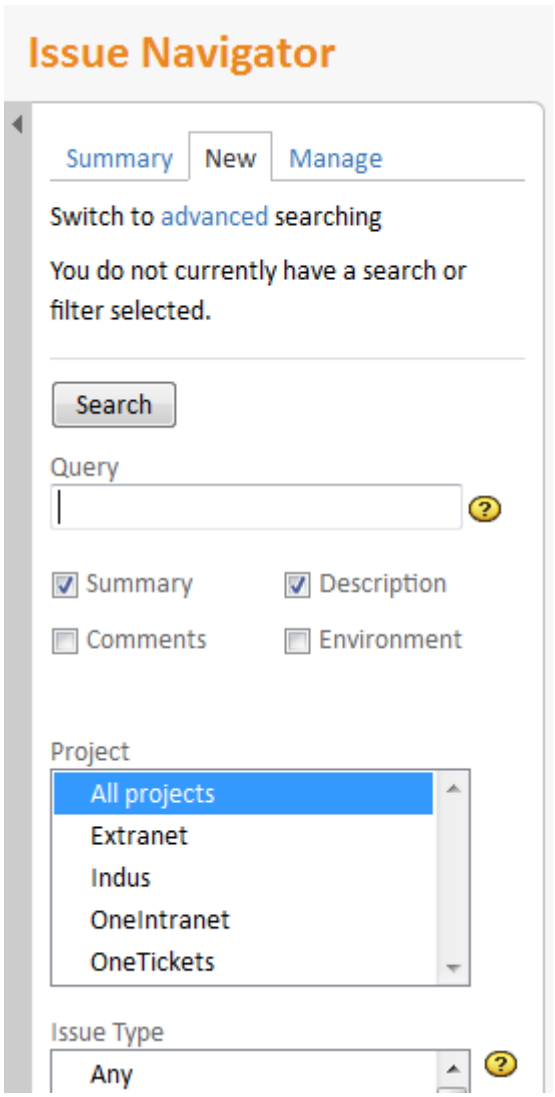
In the result page 3 tabs will appear (Summary, New and Manage) in the left pane.

Search: Search tab will present with 'Create new' link. Clicking on the Create new link it will direct to the New tab and the tab page details as follows:

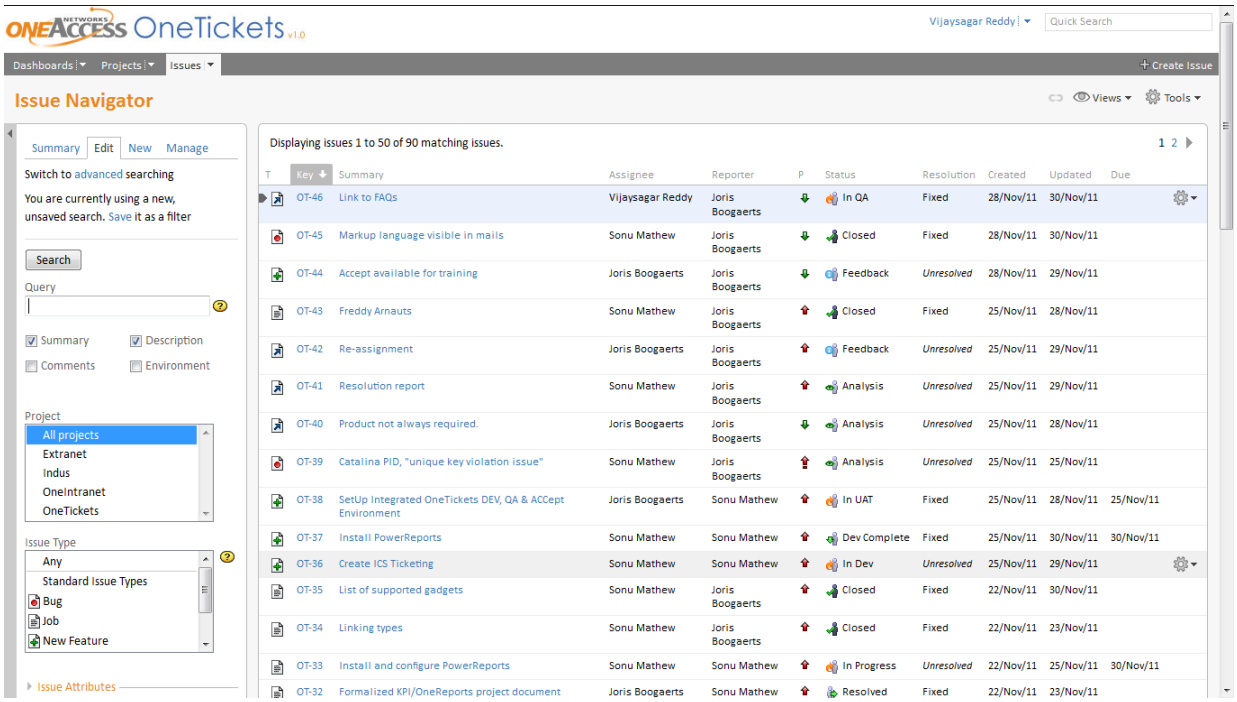
New: New tab will present with Switch to 'advanced' searching. Clicking on the advanced link the text link present in the New tab the text changes as follows: Switch to simple searching. (if u have already selected for simple search user will get a link saying that History dropdown with the searched query, clicking on the searched query user will direct to Edit tab which will be created newly)

Simple Search:

Users can search the tickets based on the any of the fields which are present in the Issue Navigator=>left-pane. (Login to Jira=> Horizontal Navigation =>Issues dropdown => Search for Issues => User will direct to default Issue Navigator page.)



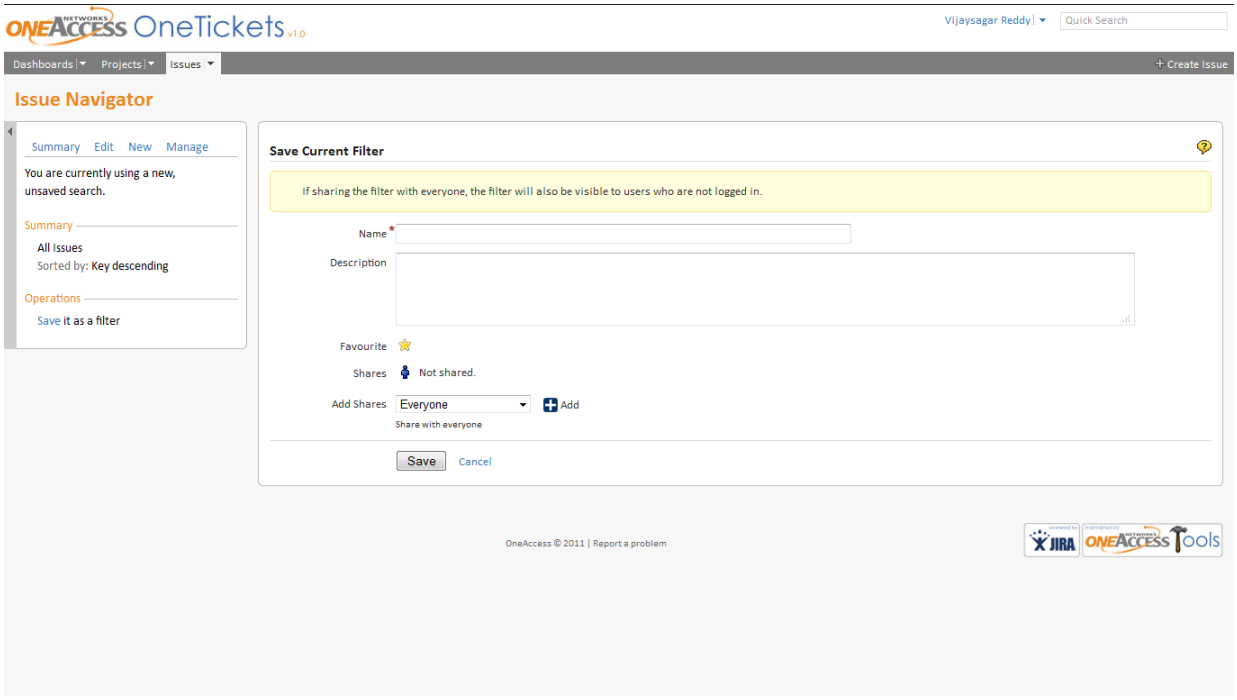
Edit (Part of New): Edit tab will appear as follows (Steps: Once the user clicking on the search button in the Issue navigator page user will get the following screen)


OneTickets v1.0
Vijaysagar Reddy
Quick Search
Dashboards
Projects
Issues
Create Issue
Issue Navigator
Views
Tools
Summary
Edit
New
Manage
Switch to advanced searching
You are currently using a new, unsaved search. Save it as a filter
Search
Query
Summary
Description
Comments
Environment
Project
All projects
Extranet
Indus
OneIntranet
OneTickets
Issue Type
Any
Standard Issue Types
Bug
Job
New Feature
Issue Attributes
Displaying issues 1 to 50 of 90 matching issues.
1 2
T
Key
Summary
Assignee
Reporter
P
Status
Resolution
Created
Updated
Due
OT-46 Link to FAQs Vijaysagar Reddy Joris Boogaerts In QA Fixed 28/Nov/11 30/Nov/11
OT-45 Markup language visible in mails Sonu Mathew Joris Boogaerts Closed Fixed 28/Nov/11 30/Nov/11
OT-44 Accept available for training Joris Boogaerts Joris Boogaerts Feedback Unresolved 28/Nov/11 29/Nov/11
OT-43 Freddy Arnauts Sonu Mathew Joris Boogaerts Closed Fixed 25/Nov/11 28/Nov/11
OT-42 Re-assignment Joris Boogaerts Joris Boogaerts Feedback Unresolved 25/Nov/11 29/Nov/11
OT-41 Resolution report Sonu Mathew Joris Boogaerts Analysis Unresolved 25/Nov/11 29/Nov/11
OT-40 Product not always required. Joris Boogaerts Joris Boogaerts Analysis Unresolved 25/Nov/11 28/Nov/11
OT-39 Catalina PID, "unique key violation issue" Sonu Mathew Joris Boogaerts Analysis Unresolved 25/Nov/11 25/Nov/11
OT-38 SetUp Integrated OneTickets DEV, QA & ACCept Environment Joris Boogaerts Sonu Mathew In UAT Fixed 25/Nov/11 28/Nov/11 25/Nov/11
OT-37 Install PowerReports Sonu Mathew Sonu Mathew Dev Complete Fixed 25/Nov/11 30/Nov/11 30/Nov/11
OT-36 Create ICS Ticketing Sonu Mathew Sonu Mathew In Dev Unresolved 25/Nov/11 29/Nov/11
OT-35 List of supported gadgets Sonu Mathew Joris Boogaerts Closed Fixed 22/Nov/11 30/Nov/11
OT-34 Linking types Sonu Mathew Joris Boogaerts Closed Fixed 22/Nov/11 23/Nov/11
OT-33 Install and configure PowerReports Sonu Mathew Sonu Mathew In Progress Unresolved 22/Nov/11 25/Nov/11 30/Nov/11
OT-32 Formalized KPI/OneReports project document Joris Boogaerts Sonu Mathew Resolved Fixed 22/Nov/11 23/Nov/11

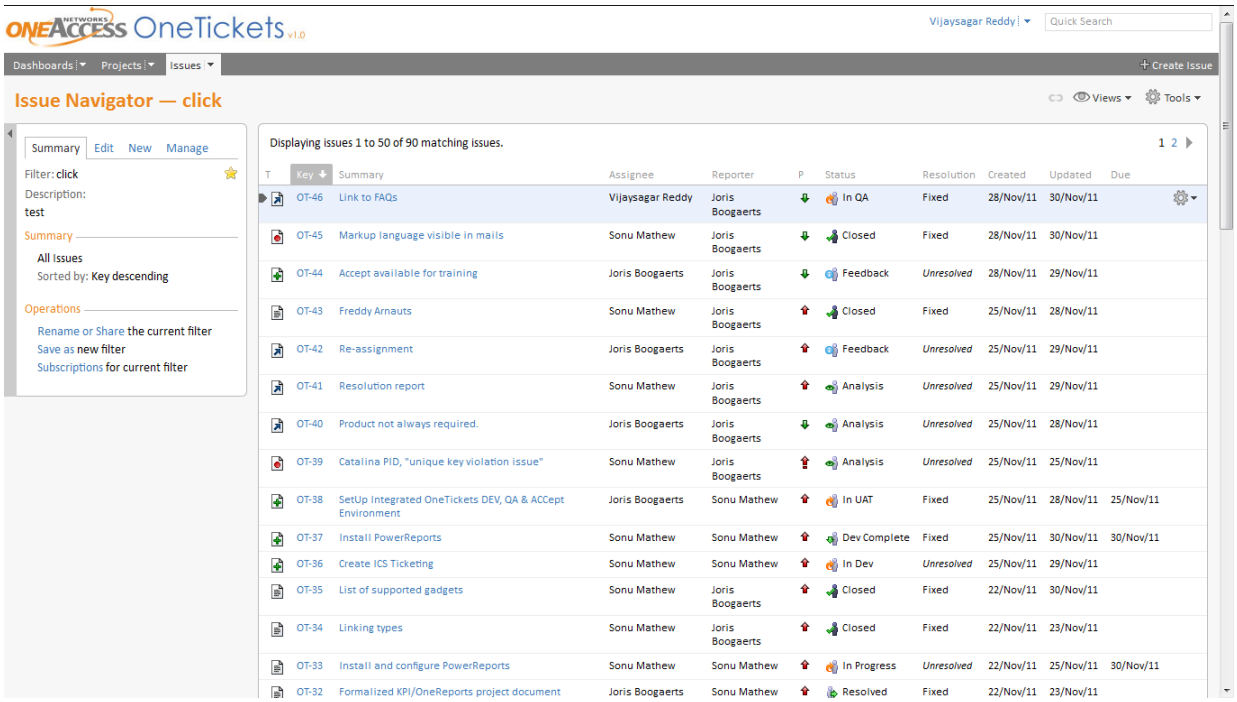
Note: Manage filters are described as part of the 6.2.2

6.1.2 Create a filter

Clicking on save link in the left pane the screen will appear as follows:



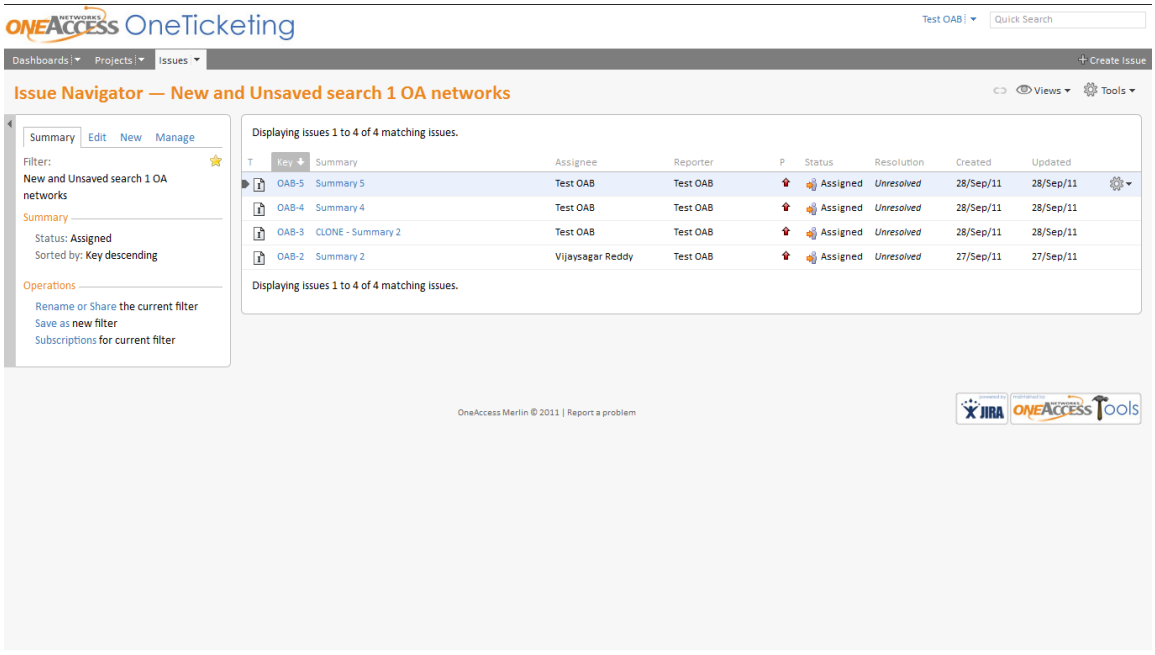
Enter the filter name and click on save button. The result page will appear as follows:


OneTickets v1.0
Vijaysagar Reddy
Quick Search
Dashboards
Projects
Issues
Create Issue
Issue Navigator — click
Views
Tools
Summary
Edit
New
Manage
Filter: click
Description:
test
Summary
All Issues
Sorted by: Key descending
Operations
Rename or Share the current filter
Save as new filter
Subscriptions for current filter
Displaying issues 1 to 50 of 90 matching issues.
1 2
T
Key
Summary
Assignee
Reporter
P
Status
Resolution
Created
Updated
Due
OT-46 Link to FAQs Vijaysagar Reddy Joris Boogaerts In QA Fixed 28/Nov/11 30/Nov/11
OT-45 Markup language visible in mails Sonu Mathew Joris Boogaerts Closed Fixed 28/Nov/11 30/Nov/11
OT-44 Accept available for training Joris Boogaerts Joris Boogaerts Feedback Unresolved 28/Nov/11 29/Nov/11
OT-43 Freddy Arnauts Sonu Mathew Joris Boogaerts Closed Fixed 25/Nov/11 28/Nov/11
OT-42 Re-assignment Joris Boogaerts Joris Boogaerts Feedback Unresolved 25/Nov/11 29/Nov/11
OT-41 Resolution report Sonu Mathew Joris Boogaerts Analysis Unresolved 25/Nov/11 29/Nov/11
OT-40 Product not always required. Joris Boogaerts Joris Boogaerts Analysis Unresolved 25/Nov/11 28/Nov/11
OT-39 Catalina PID, "unique key violation issue" Sonu Mathew Joris Boogaerts Analysis Unresolved 25/Nov/11 25/Nov/11
OT-38 SetUp Integrated OneTickets DEV, QA & ACCept Environment Joris Boogaerts Sonu Mathew In UAT Fixed 25/Nov/11 28/Nov/11 25/Nov/11
OT-37 Install PowerReports Sonu Mathew Sonu Mathew Dev Complete Fixed 25/Nov/11 30/Nov/11 30/Nov/11
OT-36 Create ICS Ticketing Sonu Mathew Sonu Mathew In Dev Unresolved 25/Nov/11 29/Nov/11
OT-35 List of supported gadgets Sonu Mathew Joris Boogaerts Closed Fixed 22/Nov/11 30/Nov/11
OT-34 Linking types Sonu Mathew Joris Boogaerts Closed Fixed 22/Nov/11 23/Nov/11
OT-33 Install and configure PowerReports Sonu Mathew Sonu Mathew In Progress Unresolved 22/Nov/11 25/Nov/11 30/Nov/11
OT-32 Formalized KPI/OneReports project document Joris Boogaerts Sonu Mathew Resolved Fixed 22/Nov/11 23/Nov/11

6.1.3 Filter Operations

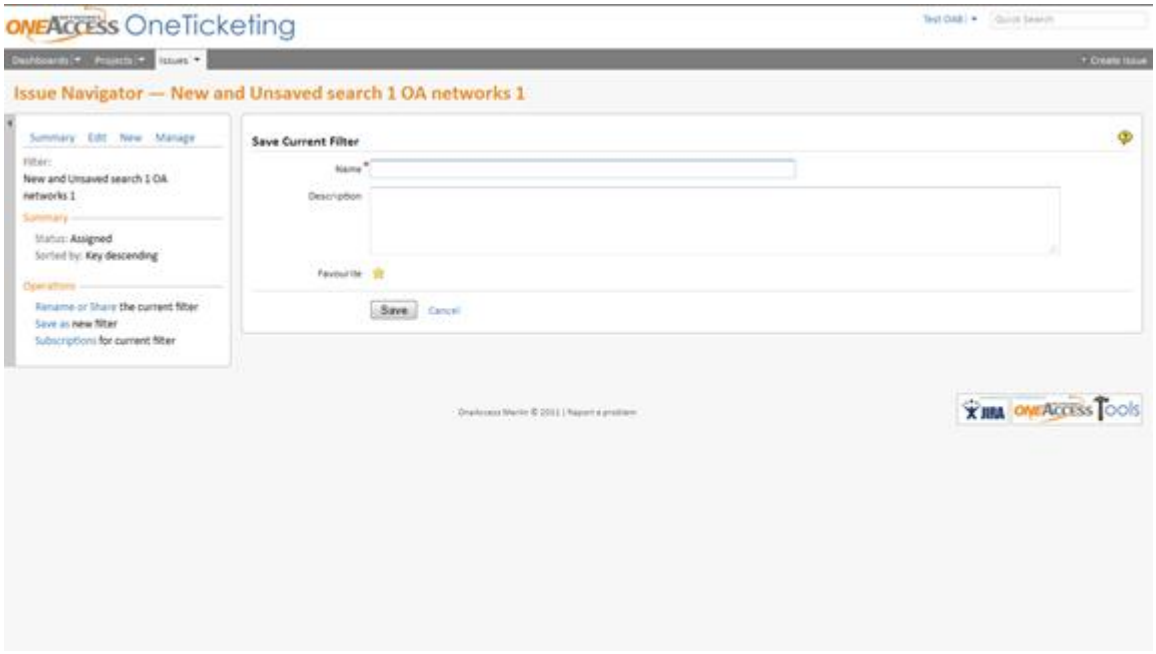
6.1.3.1 Rename or Share for filter

Click on the Rename and Share link (Operations=> Rename or Share link): Enter new Name in the Name text field and click on save button.



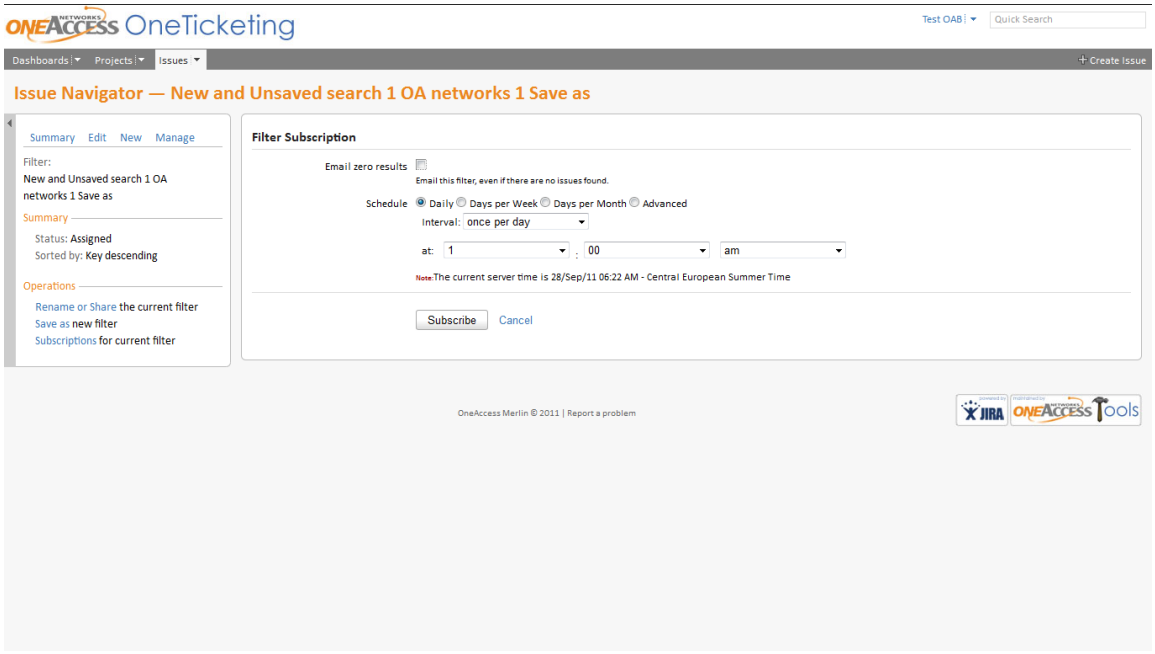
6.1.3.2 Creating a new filter from existing filter

Clicking on the Save as new filter link (Operations=> Save as link) the page will appear as follows:



6.1.3.3 Subscriptions for filter

Clicking on the Subscriptions link, the result page will display with 'Add Subscription' and view all filters link. Clicking on the Add Subscription link the page will appear as follows



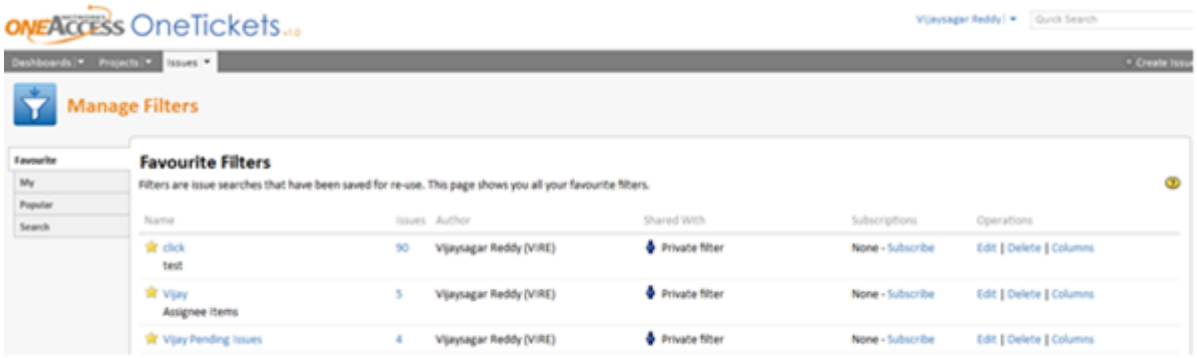
6.2 Manage Filters

Manage filters will display with the 4 vertical tabs in the left navigation:

1. Favorite 2.My 3.Popular 4.Search

6.2.1 Favorite Filters

Favorite filter will display the list of favorite filter saved for the present user. If favorite filters are not present it will display the message 'You have no favorite filters'. While creating filters by default favorite filter is enabled with yellow color star and the 'favorite filters' list will display as follows:



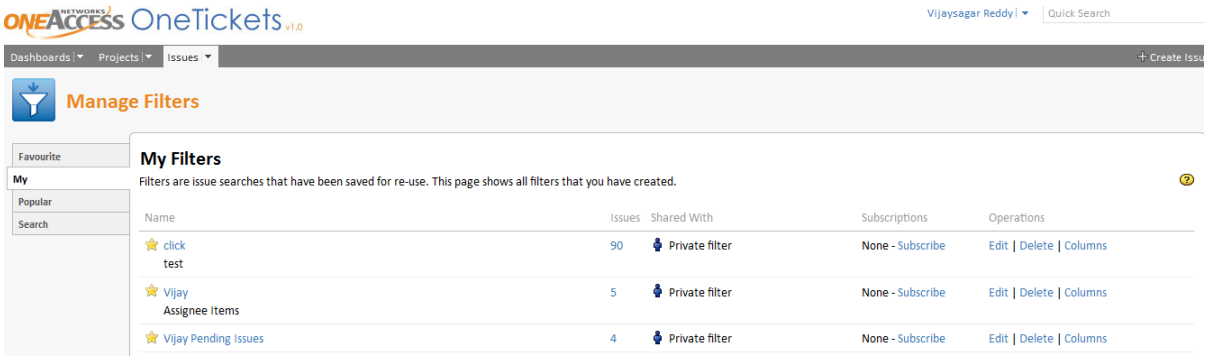
Clicking on the Edit link users will direct to edit filter page and they can edit the selected the filter name.

Clicking on the Delete link user can delete the filter even if they the filter is subscribed for the filter.

Clicking on the Column links user is able to add/delete and alter the columns.

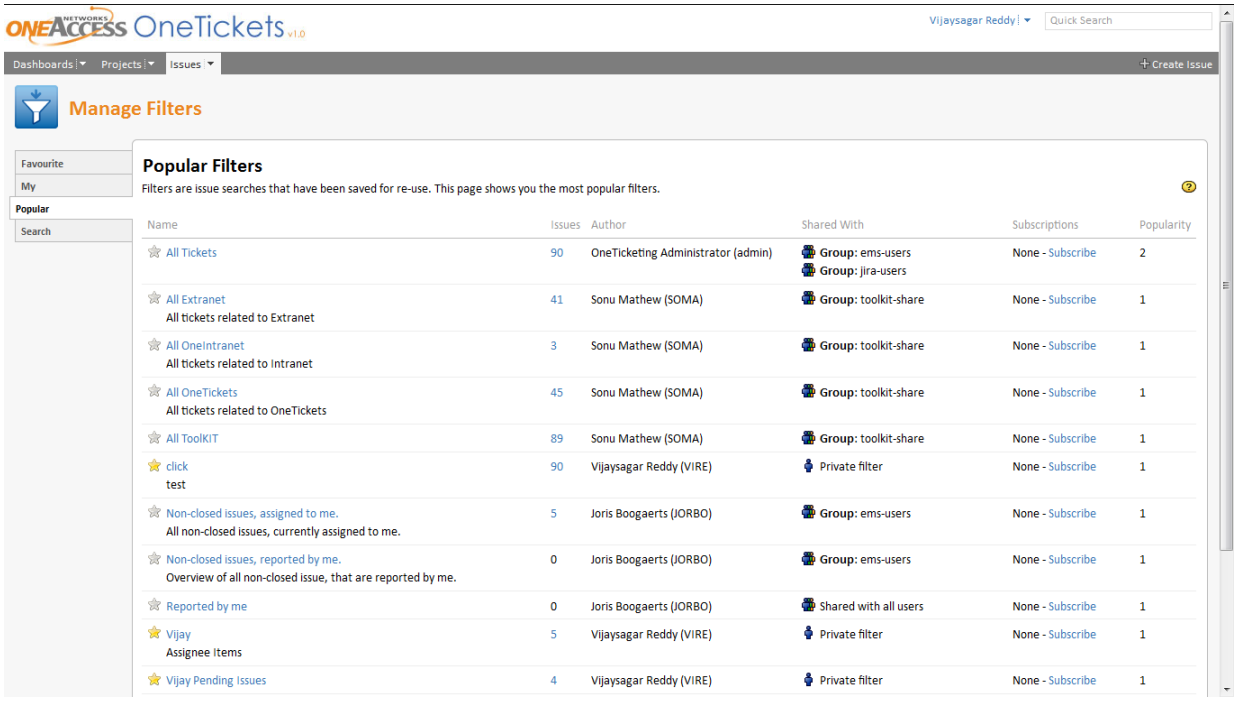
6.2.2 My Filters

Clicking on the tab in the left pane it will display the list of filters for the user.



6.2.2 Popular filter

Filters are issue searches that have been saved for re-use. This page shows you the most popular filters.


OneTickets v1.0
Vijaysagar Reddy
Quick Search
Dashboards
Projects
Issues
Create Issue
Manage Filters
Favourite
My
Popular
Search
Popular Filters
Filters are issue searches that have been saved for re-use. This page shows you the most popular filters.
Name
Issues
Author
Shared With
Subscriptions
Popularity
All Tickets 90 OneTicketing Administrator (admin) Group: ems-users Group: jira-users None - Subscribe 2
All Extranet 41 Sonu Mathew (SOMA) Group: toolkit-share None - Subscribe 1
All tickets related to Extranet
All OneIntranet 3 Sonu Mathew (SOMA) Group: toolkit-share None - Subscribe 1
All tickets related to Intranet
All OneTickets 45 Sonu Mathew (SOMA) Group: toolkit-share None - Subscribe 1
All tickets related to OneTickets
All ToolKIT 89 Sonu Mathew (SOMA) Group: toolkit-share None - Subscribe 1
click 90 Vijaysagar Reddy (VIRE) Private filter None - Subscribe 1
test
Non-closed issues, assigned to me. 5 Joris Boogaerts (JORBO) Group: ems-users None - Subscribe 1
All non-closed issues, currently assigned to me.
Non-closed issues, reported by me. 0 Joris Boogaerts (JORBO) Group: ems-users None - Subscribe 1
Overview of all non-closed issue, that are reported by me.
Reported by me 0 Joris Boogaerts (JORBO) Shared with all users None - Subscribe 1
Vijay 5 Vijaysagar Reddy (VIRE) Private filter None - Subscribe 1
Assignee Items
Vijay Pending Issues 4 Vijaysagar Reddy (VIRE) Private filter None - Subscribe 1

6.2.3 Search filter

Login with user credentials=> Issues link/dropdown in the horizontal navigation => Manage tab/ Manage filters => Select left pane popular tab => Click on All Issues filter => User will get the all the issues

6.2.4 Search for all tickets

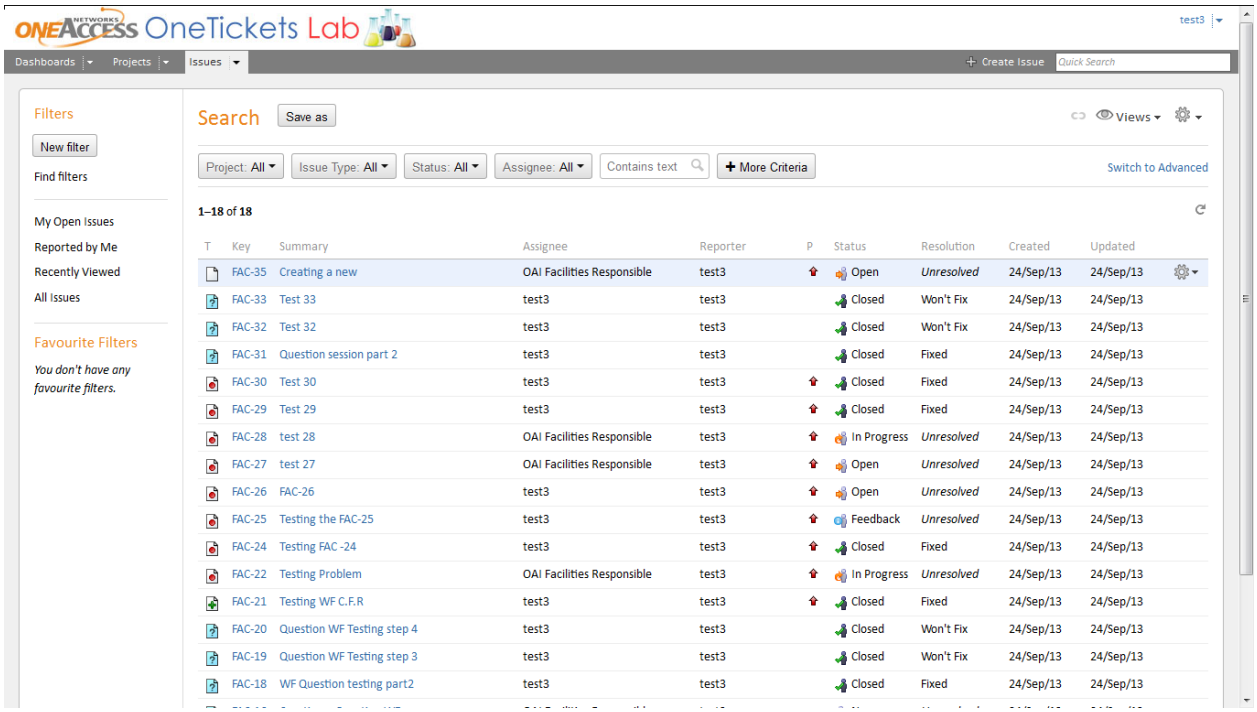
Login with user credentials=> Issues link/dropdown in the horizontal navigation => Manage tab/ Manage filters => Select left pane popular tab => Click on All Issues filter => User will get the all the issues related to that project.

6.3 Export the search results and configure the columns

Jira had provided the few options for the search results. 1. Views and 2.Tools.

6.3.1 Views

Views dropdown is having many options for the user, based on the requirement user need to select the option.


OneTickets Lab
test3
Dashboards
Projects
Issues
Create Issue
Quick Search
Filters
New filter
Find filters
My Open Issues
Reported by Me
Recently Viewed
All Issues
Favourite Filters
You don't have any favourite filters.
Search
Save as
Views
Project: All
Issue Type: All
Status: All
Assignee: All
Contains text
More Criteria
Switch to Advanced
1–18 of 18
T Key Summary Assignee Reporter P Status Resolution Created Updated
FAC-35 Creating a new OAI Facilities Responsible test3 Open Unresolved 24/Sep/13 24/Sep/13
FAC-33 Test 33 test3 test3 Closed Won't Fix 24/Sep/13 24/Sep/13
FAC-32 Test 32 test3 test3 Closed Won't Fix 24/Sep/13 24/Sep/13
FAC-31 Question session part 2 test3 test3 Closed Fixed 24/Sep/13 24/Sep/13
FAC-30 Test 30 test3 test3 Closed Fixed 24/Sep/13 24/Sep/13
FAC-29 Test 29 test3 test3 Closed Fixed 24/Sep/13 24/Sep/13
FAC-28 test 28 OAI Facilities Responsible test3 In Progress Unresolved 24/Sep/13 24/Sep/13
FAC-27 test 27 OAI Facilities Responsible test3 Open Unresolved 24/Sep/13 24/Sep/13
FAC-26 FAC-26 test3 test3 Open Unresolved 24/Sep/13 24/Sep/13
FAC-25 Testing the FAC-25 test3 test3 Feedback Unresolved 24/Sep/13 24/Sep/13
FAC-24 Testing FAC -24 test3 test3 Closed Fixed 24/Sep/13 24/Sep/13
FAC-22 Testing Problem OAI Facilities Responsible test3 In Progress Unresolved 24/Sep/13 24/Sep/13
FAC-21 Testing WF C.F.R test3 test3 Closed Fixed 24/Sep/13 24/Sep/13
FAC-20 Question WF Testing step 4 test3 test3 Closed Won't Fix 24/Sep/13 24/Sep/13
FAC-19 Question WF Testing step 3 test3 test3 Closed Won't Fix 24/Sep/13 24/Sep/13
FAC-18 WF Question testing part2 test3 test3 Closed Fixed 24/Sep/13 24/Sep/13

6.3.2 Tools

Configure option => Clicking on the Configure Columns the page will direct to Issue Navigator column as follows and user can manage add/delete and alter columns.

The table will show issue fields in order of appearance in your Issue Navigator. Note: Not all the fields below are shown in Issue Navigator for each issue (e.g. custom fields which are only per-project and/or per-issue type).

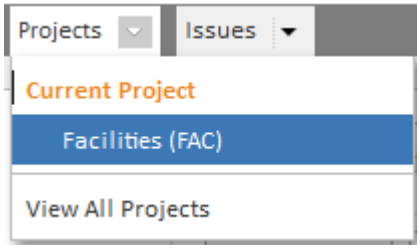
7. Dash Board

7.1 Dash Board

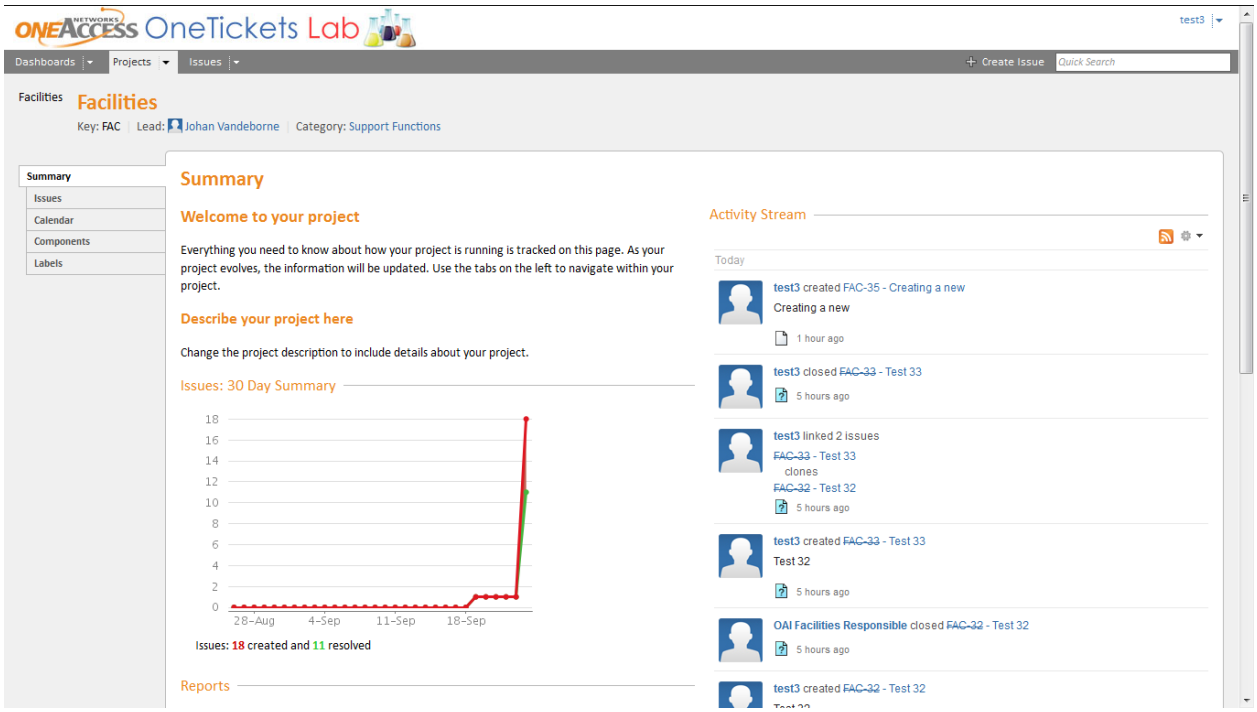
The Dashboard will show the Horizontal navigation bar with 3 tabs with the Create Issue link (Dashboards, Projects, Issues and Create Issue.

7.2 Projects

Clicking on the project dropdown in the horizontal navigation will display the Current Project, Recent Projects and View All Projects will display the list of project related to the user.



Clicking on the project will go the Summary page which contains the Description, Issues: 30 Day Summary and Activity Screen fields.

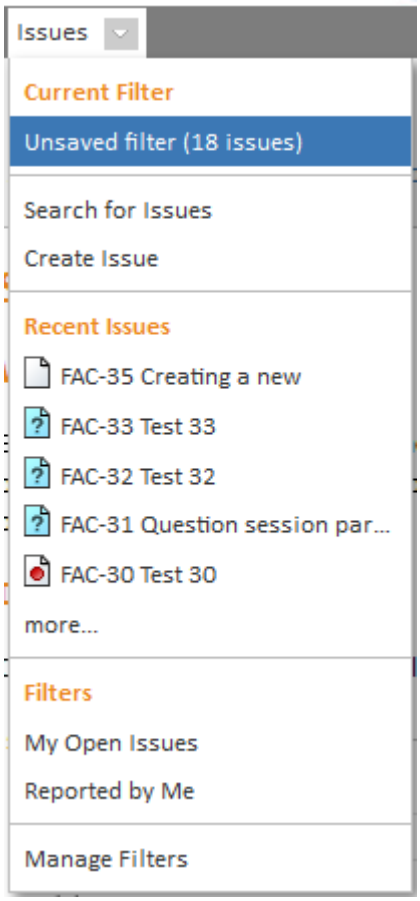


7.3 Issues

Horizontal Navigation => Issues dropdown: Users will get the dropdown with the following links

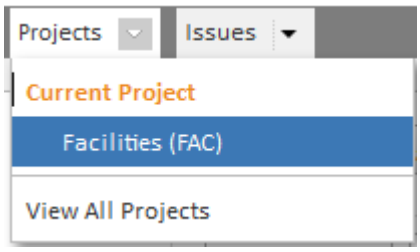
Search for Issues, Create Issue, Recent Issues list, Favorite filters list and Manage filters

Clicking on any link in the dropdown will direct to respective page. Issues dropdown link will appear as follows:



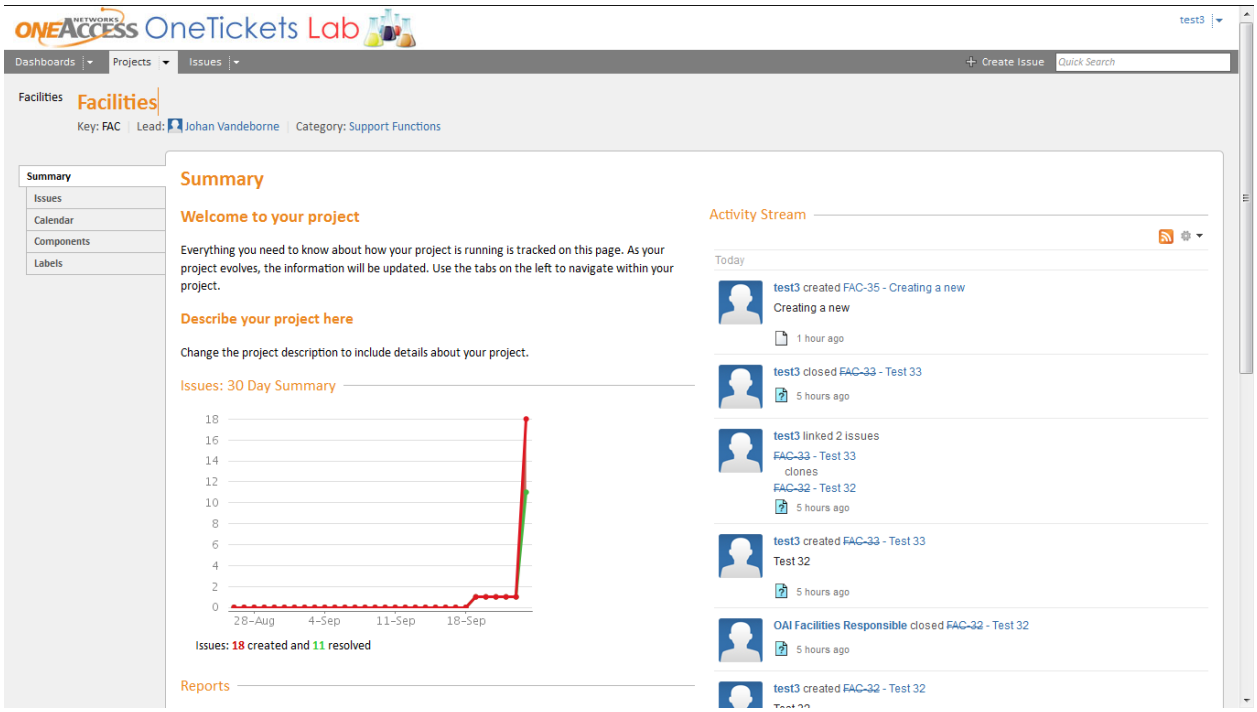
8. Browse Projects

Projects: Projects dropdown it will display the Current project, list of recent projects and clicking on the View All Projects will display the list of projects for the user.



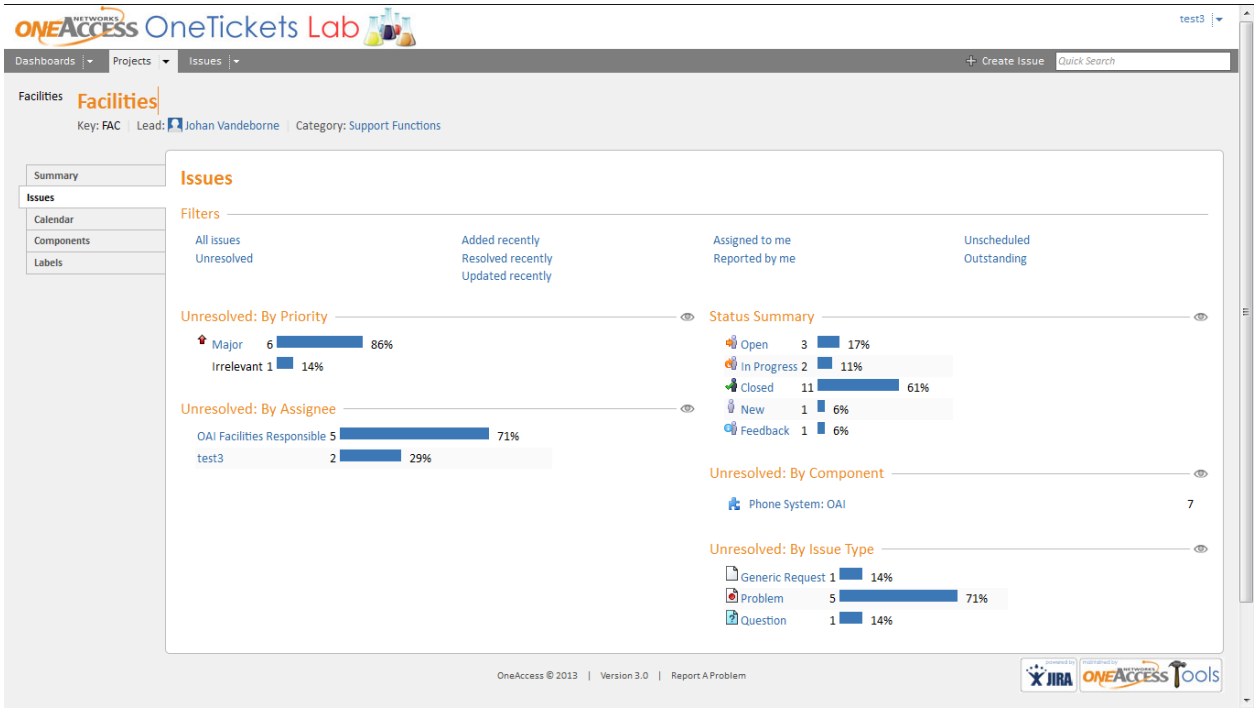
8.1 Summary

Clicking on the project (ex: Facilities) will direct to Summary page which contains the Description, Issues: Due, Issues: 30 Day Summary, Versions: Due and Activity Screen fields. The page appearance as follows:



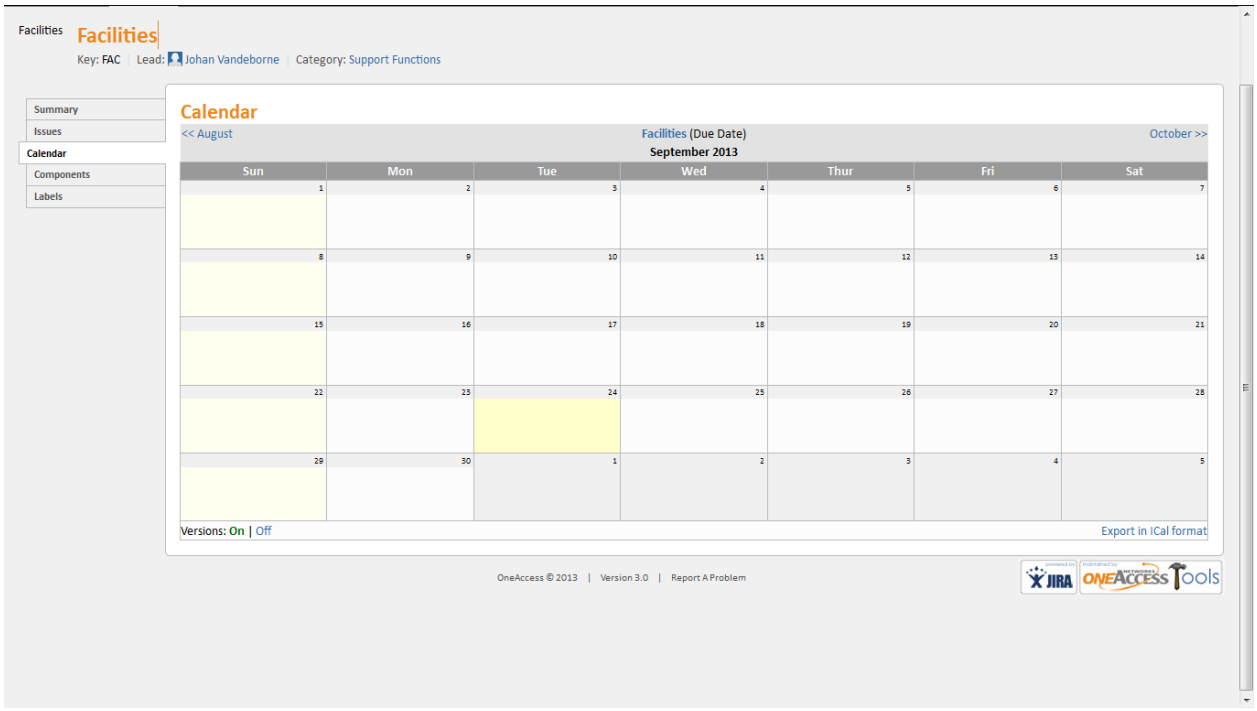
8.2 Issues

Clicking on the Issues link in the left navigation, the page will display as follows:



8.3 Calendar

Calendar will display list of upcoming projects along with Release dates and Road Map.

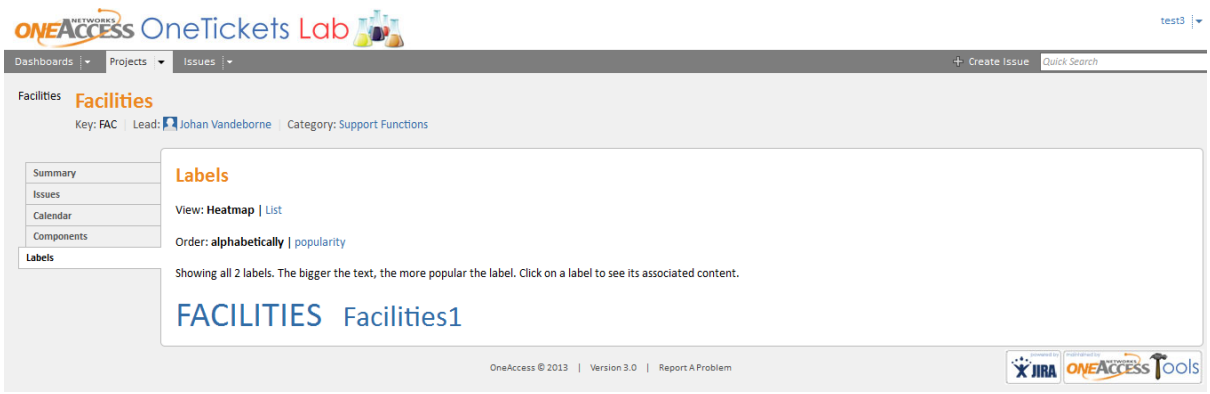


8.4 Components

Clicking on the Components the page will display the list of components related to the Project.

8.5 Labels

Clicking on the Labels the page will display the issues related to the labels.



9. Permissions

User roles are given as follows:

Issue Permissions	Description	Roles
Create Issues	Ability to create issues	Users
Edit Issues	Ability to edit issues.	Project Management Group (facilities-responsible)
Schedule Issues	Ability to set or edit an issue's due date	Developers
Move Issues	Ability to move issues between projects or between workflows of the same project (if applicable). Note the user can only move issues to a project he or she has the create permission for.	Project Management
Assign Issues	Ability to assign issues to other people	Developers, Testers, Administrators, Project Management, Release Management, Technical Management, Group (toolkit-share) Group (facilities-responsible)
Assignable User	Users with this permission may be assigned to issues.	Developers, Testers, Project Management, Release Management, Technical Management, Group (toolkit-share) Group (facilities-responsible) Users
Resolve Issues	Ability to resolve and reopen issues. This includes the ability to set a fix version.	Developers Testers Project Management,
Close Issues	Ability to close issues. Often useful where your developers resolve issues, and a QA department closes them.	Project Management Release Management

Modify Reporter	Ability to modify the reporter when creating or editing an issue.	Administrators
Delete Issues	Ability to delete issues.	Administrators
Link Issues	Ability to link issues together and create linked issues. Only useful if issue linking is turned on.	Developers, Testers, Project Management

10. Mail Notification

For every workflow action (incl. automated assignment) and at creation time of the ticket an email will be sent to:

A. The creator of the ticket.

B. The assignee

C. Everyone who subscribed to the ticket (watcher)

D. Everyone who added comments to the ticket

E. Everyone who auctioned on the ticket